



Coral Springs Improvement District January 2015 Newsletter

A message from the President of CSID

Visit us on the web
www.csidfl.org

Get notified from the City of crucial information, weather advisories, missing children/adults, criminal activity, & homeland security issues. **Code Red** delivers a voice message to 60,000 residents per hour. Code Red attempts each telephone number 3 times and will leave a message in your voice mail if you have an answering machine. Make sure your phone number is updated & valid...visit: CoralSprings.org/codered

JOIN US ON OUR CHANNEL



See Video's Covering:

Frequently Asked Questions

The Canal System in CSID

Calculating a Water Bill

Field Services Functions

Processing Wastewater

Potable Water Treatment

All videos are produced in-house utilizing the talents of our staff.

You can link to our videos from our website: csidfl.org

The monthly Board of Supervisors meeting is held on the 3rd Monday of each month. We would enjoy your participation.

When I was elected to this office I realized our infrastructure had been the same since it was placed into service in the early 1970's and that it was necessary to bring CSID into the 21st Century. Our current Board of Supervisors has made great strides in achieving this goal for the water and wastewater departments without having to raise your water/sewer use rates to increase the yearly revenues. In the canal/drainage department, we are very proud that we were able to reduce the yearly assessment that appears on your tax bill for each of the past three years. At a recent monthly meeting, we voted in favor of funds to repair some canal bank erosion. We also approved the relocation of two of our fresh water wells. These expenditures were necessary to keep our service area safe and secure.

The goal of this board is to maintain and improve the level of service given during the past 40 years. Our service level has been very good for all of these years, but during the last three and a half years this Board and our employees have worked harder to upgrade our services. Our residents deserve it and have come to expect a higher level of service. To that end, we have implemented a comment card program to let us know if your expectation are met, a YouTube video library to help explain some functions of our different departments, and a toilet rebate program to promote wise water use. In addition, many of you may remember our "OPEN HOUSE" in April of 2014 which was a huge success and introduced the residents to our operations, technologies, and skills..... (continued on page 2)



Have you reserved your toilet rebate yet? In fiscal year (2012/13) 66 of your fellow residents took advantage of our \$99 high efficiency toilet rebate. In fiscal year (2013/14) another 115 CSID residents replaced their old toilets and received a \$99 credit. So far this year, 28 residents have reserved their toilet rebates. CSID is proud to sponsor the high-efficiency toilet rebate program. **We have credited our residents a total of \$20,691 since this program started.** Reserve yours today!



I'd like to introduce you to one of our employees. Anyone that has had the opportunity to call our customer service line to inquire about a bill, ask for more return payment envelopes, or get help setting up payment options will recognize the name of Dot Messinger. Dot has proudly served in the Customer Service department office for the past 30 years. We are so lucky to have her provide leadership in our billing department. Contact Dot anytime you have questions or need help with "anything CSID." Call Dot at 954-796-6637

This handsome guy is Randy. Many residents know Randy from phone conversations they have had with him over the years. Randy heads up the Drainage division for CSID and has been employed here for 40 years! Randy is proud of his record of managing the drainage department. CSID has never had a flood event in the last 40 years. He works with the South Florida Water Management District to keep the water flowing. Call Randy at 954-796-6669



Did you know that CSID provides toilet leak test kits to any CSID resident who requests some?

Leaks cost money! One way to tell if your toilet's internal stopper is holding or not is to drop a dye strip into your toilet tank, then walk away for an hour or so. If your toilet stopper is not holding, the water in the toilet bowl will turn color (for use without "blue bowl" cleaning products.) Even if you aren't handy you still can drop a dye strip into the back of the toilet. If you see that the water in the bowl changes color then you will need to repair the inner workings of the tank. **This is one more way CSID is helping you save money on your monthly utility bill.** Go to csidfl.org and click "Contact Us" on the menu to request dye strips or call our customer service personnel at 954-753-0380



Continued from Page 1.....

In the past 4 years each department has been busy moving us into the 21st Century. We have built and run a reverse osmosis water plant which produces drinking water that is equal to, if not better than, bottled water. We are one of only 25 water plants within the tri-county area that uses this technology. You may have noticed work is being done on the well field that is located around the District. We have rebuilt and rehabilitated some wells and will continue the rehab for the next five years. I am happy to announce that we have replaced almost all of our aging water meters with new digital meters that can obtain a reading just by driving past your home. The new meters help us inform you of water leaks before they become too serious. They are able to produce a graph showing the time of day when water ran through the meter. We have relined portions of our wastewater system to prevent leaks out of and intrusion into our pipes. We have added 24 hour electronic monitoring to all of our 41 sewage lift stations. We are notified if a problem occurs and can address the issue to avoid any sewage spills in your neighborhood. We have also updated our canal pump stations to make sure that no flooding occurs within our District during heavy storms.

With the suggestion of a landowner who came to our monthly board meeting, we have started a project to identify if water pipes in any subdivision need replacing. We are actively plotting years of water line breaks to determine if there is a pattern or area that has an abundance of breaks that need to be addressed. We will coordinate with the City to find out if they plan to resurface any streets within our District, as this will be the perfect time for us to replace water pipes. Some future projects that we are looking into are the placement of solar panels to reduce our energy expense, an innovative treatment process of our wastewater that might allow us to rejuvenate our water supply, and a program to help prevent our water from being contaminated by pharmaceuticals.



Sincerely, Dr. Martin Shank, President

CSID IS COMMITTED TO CLEAN WATER!

CSID recently tested the water from our fresh water wells, our pre-processed wastewater, and from our canals in an effort to identify any harmful nutrients, chemicals, or traces of pharmaceuticals. The results will be posted on our website after Feb 9, 2015. Of particular interest to CSID is whether or not there are evidence of trace elements of pharmaceuticals found in the pre-processed water emanating from the Biscayne aquifer, in our processed wastewater, or in our canals. **Water quality tests in the City of Davie and the City of Sunrise indicate that some trace amounts of pharmaceutical were found to be in the unprocessed wastewater.**

There are several safe ways to dispose of expired or unwanted medicines. One option includes securely enclosing them in plastic and

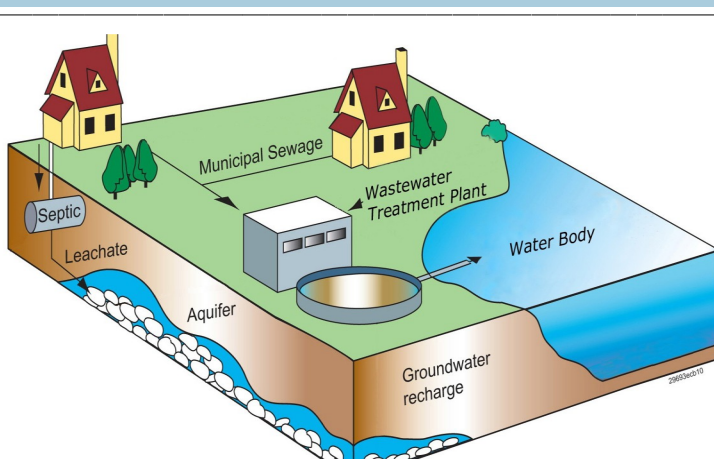


throwing them in the trash. Another method is to take them to a hazardous waste facility. You might also donate them to organizations that accept expired medicines.

Did you know that many people still dispose of unused, unwanted, or out-of-date medicines by flushing them down the toilet?

It once was recommended to flush old medicines or dump them down

the sink drain. This was considered safe within the home because the medications could no longer be taken accidentally or be ingested by children or pets. Drugs that have been flushed or washed down the drain, however, could get into the soil or water supply, creating an environmental hazard. This method is no longer considered a good way to dispose of expired medicines.



Pharmaceutical trace products can pass thru the wastewater process and potentially impact the water supply aquifer. More information can be found at <http://www.epa.gov/aging/docs/disposal-meds-flyer.pdf>



In an effort to help keep pharmaceuticals out of our water supply, CSID has partnered with your local Walgreen's Drug Store to make drug disposal envelopes available to our residents. When you are ready to dispose of any prescription medications please contact CSID to receive a free medicine disposal pouch. Here's how the CSID program works: Walgreen's has provided "Medsaway" disposal pouches to CSID at their cost. Residents should contact CSID to receive their free disposal system. Place the old medicine in the pouch, add water, seal it, and place in the trash. It is that simple!

A national drug disposal company, estimates that more than 200 million pounds of medications are improperly disposed of yearly! Do your part to help keep our water supply safe.

Contact CSID for a free disposal pouch. **Call customer service at 954-753-0380 or log onto www.csidfl.org/contact**

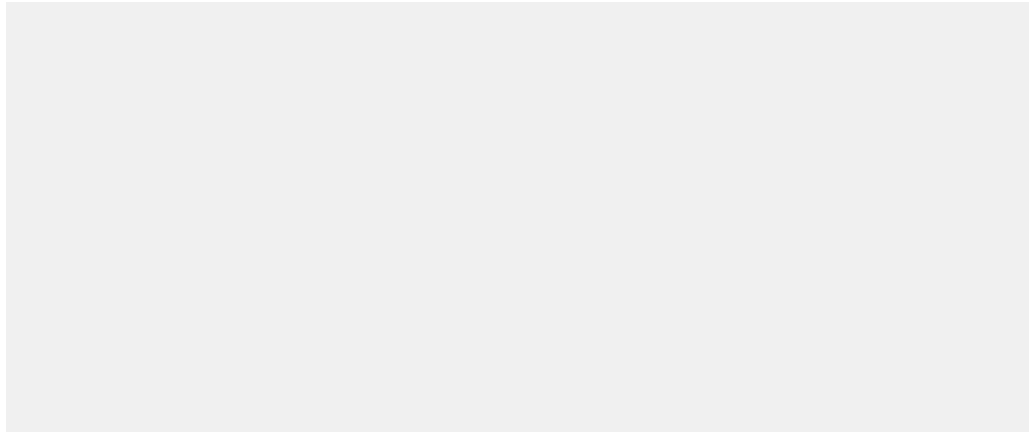


Coral Springs Improvement District

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CSID has improved canal banks within our District

We are currently underway with phase one of a two million dollar bank restoration project. Our contractors are lined up and we have a very capable engineering firm heading up this project.

As part of our long-term plan, we have already identified other bank sites that will need rehabilitation. We are committed to repairing these canal banks as funds become available.

We thank you for your patience and understanding. These projects are very costly, and require a lot of pre-planning, engineering and timing.



Things NOT to Flush down your Toilet

In addition to opening up the possibility of causing an obstruction or clog in your sewer drain line, you may be contributing to pollution of ground water (especially in cases where re-use water is used for irrigation).

Here is a small list of some items that should never be flushed down the toilet or poured into a drain.

- Drugs, Medicines or Pharmaceuticals
- Feminine Hygiene Products
- Kitty Litter, Cotton Balls or Swabs, Cotton/Cloth Diapers
- Dryer Sheets, Dental Floss, Ropes, Cords, Wires
- Any Household cleaning Agent
- Chemicals such as Pesticides, Fertilizer, Herbicides, Paint, Solvents, Sealants, Thinners, Nail Polish or Polish Removers
- Building materials like Cement, Tar, Dyes, Wood Chips/dust
- Glass, Vegetation,
- Toys, Hair, Condoms, Band-Aids
- Paper Towels, Any Hand-Baby-Sanitizer-Automotive Wipe, Facial Tissue, Poison, Hazardous Waste, Batteries or anything made of Plastic.



Trashcan



NOT a Trashcan

The next monthly meetings will be January 26 2015 and February 23 2015 at 4:00pm