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# Coral Springs Improvement District May 2013 NEWSLETTER

## Atlantis Academy Students enjoy a tour of the CSID Wastewater Treatment Plant



Earlier this year, some students from the Atlantis Academy-Coral Springs visited our wastewater treatment plant and toured our facilities in order to learn some functions of treating and disposing of wastewater. Many students were surprised to learn that CSID treats about 5 million gallons of wastewater each day! We are confident the students were impressed by the treatment methods in use and we look forward to more student visits in the future.

Many thanks to the chaperones, teachers, and tour guides.

## CODE RED Registration

Get notified directly from the City of crucial information, weather advisories, missing children/adults, criminal activity, & homeland security issues. Code Red can deliver 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.

[CoralSprings.org/codered](http://CoralSprings.org/codered)

## Environmental Engineering Design Class of Florida International University visits Coral Springs Improvement District to study new design criteria

### Toilet Rebate Update

The CSID toilet rebate program was huge success. We have processed almost 100 rebates in the first seven months of this fiscal year. Our original goal was to offer 50 rebates per year but the program was such a success that the board increased the available rebates. Next year, our toilet rebate budget will allow for 150 rebates during the fiscal year making a total of \$14,850 that has been set aside for toilet rebates to the residents of CSID. We hope those that took advantage this year have seen a decrease in their monthly water bill.

Early in April the senior design class of Florida International University toured our new water treatment plant. To be part of the experience studying the design and thought process for a 7.5 million gallon per day water treatment plant was very helpful to these students. One of CSID's senior water operators conducted the tour and helped the students get an understanding of design from the viewpoint of the system user. We are certain this first hand view was helpful to these environmental engineering students.

Many thanks to those participating and we hope to do this again.



## THE RADIO-READ METER PROJECT GETS THE GREEN LIGHT

As a prequel to going forward with our next project of replacing our aging residential water meters, CSID has been involved with evaluating the many companies that produce no-lead meter bases and electronically read registers. This three month evaluation period allowed for a project team to weigh the benefits of each meter system against the needs of CSID. Now that we have decided on a new meter system, we will begin an in-ground, 120 day trial, wherein we will be able to test the meter/register in different real-time scenarios such as when buried or underwater. In addition, we will measure the radio signal strength during different atmospheric conditions.



We are excited about this new project and we will keep you informed of our progress.

## FISH IN THE CANAL FEED ON THE ALGAE AND GRASSES

As a regular part of our canal maintenance, CSID often uses triploid grass eating carp and stocks areas of our canal system. These fish thrive on grasses and help reduce the naturally growing algae found in our canal system which helps us use fewer chemicals in the waterway.

As you may know from past newsletters, the snake-head fish were starting to multiply and take over some areas of the canals causing us to partner with a local group of snake-head fishermen. This group of snake fish wranglers is in our canal system by invitation and have provided a great service to the residents of CSID. These days, many areas in the canal system have drastically reduced quantities of snake-head fish. These fish are very aggressive eaters and will take over a water system if left unchecked. Eventually, they would have eaten the triploid grass eating carp and the District would have had to purchase and release more fish or resort to using more chemicals to combat the algae and grasses that naturally grow in our climate.

### Sometimes you may notice dead fish in the canal. Why does this happen?

Dead fish in the canal are usually a result of natural events, although people can influence the frequency and severity. South Florida received between 150-200 “fish kill” reports each year. While some “fish kills” result from spills or illegal discharges of toxic substances, most occur when dissolved oxygen (DO) drops to insufficient levels for fish survival.

Weather patterns, water temperature, water depth, water quality, the types of plant growth, fish community structure, and the presence of viruses and bacteria are all factors necessary to trigger a “fish kill.” Herbicide applications made to manage excessive plant growth can cause dissolved oxygen (DO) levels to drop into a range that stresses fish and subsequently causes a kill. Waterways surrounded by development are more vulnerable to (DO) related kills due to run-off that contains high amounts of nutrients and contributes to water quality problems. Application of pesticides (to control lawn and crop insects) and fertilizer can enter the waterway during rainfall and subsequently cause “fish kills.”



May through September records the majority of “fish kills.” Springtime events involving only one species often occur because of stress brought on by spawning activities. Additionally, fish kills often occur during this time because of periods of cloudy or rainy weather, drought conditions, and high water temperatures.

## MAY 2013 SNAKEHEAD FISH ROUNDUP IS SCHEDULED

CSID has extended an invitation to our local “Snakehead Fish Wranglers” who will be in our canal system during the month of May. Their past efforts have greatly reduced the numbers of Snakehead fish within our canal system. Our canal system is not open to the public. Our “Wranglers” are invited guests who are providing a much needed service. As you may know, the Snakehead fish is a very powerful and destructive species that will eat everything and anything. At all of their life stages, snakeheads will compete with native species for food. As juveniles, the food they seek includes zooplankton, insect larvae, small crustaceans, and the fry of other fishes. As adults, these fish become voracious predators, feeding upon other fishes, crustaceans, frogs, smaller reptiles, and sometimes birds and mammals.

*The three biggest reasons to be concerned about snakeheads are:*

- 1) these fish are very predatory and could alter the balance of our ecosystems,
- 2) these fish are air-breathers and are capable of overland migration,
- 3) these fish are very aggressive in their efforts to protect their young.

**CSID is happy to announce that during the first week of May, huge schools of yearling bass were seen in some of our canals. For the past year, our “Snakehead Fish Wranglers” have been thinning the snakehead fish population in most of our canals. Discovering new yearling bass is proof that the program is working.**

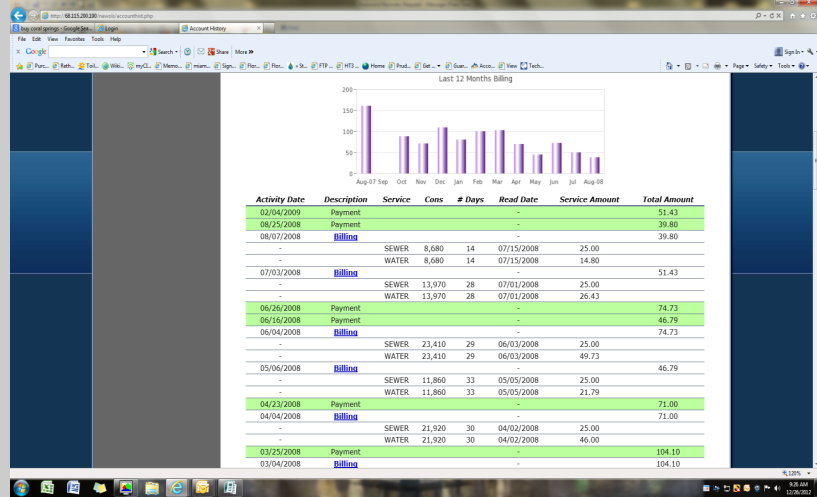


## NEW POSTCARD BILL FORMAT

You have probably noticed the new bill format. We hope you find the printing crisp, clear, and easy to read. Our new bill is being printed by an outside service that incorporates the latest technology in printing, sorting and mailing the bills. By utilizing an outside vendor, we are able to be assured of a high quality bill and we will be able to realize greater economies.

### Did you know that CSID offers ONLINE BILLING?

In another effort to “Go Paperless” CSID has installed a module that allows you to receive an email message from us when your bill is ready to be viewed and/or paid online. We are committed to limiting the quantity of paper we use in our business and we feel this is one more way to get closer to our goal. We have yet to advertise this new feature but we already have over 100 customers who have signed up through our website. If you are interested, please log on to our website, [csidfl.org](http://csidfl.org) and choose “Online Bill Payments” from the menu on the left. Once you are logged in to your account, simply choose “ACCOUNT OPTIONS” to enroll in Online Billing.



Your 12 month web graph helps you manage your monthly usage

Account Number: 999-9876-01

Customer Info:  
 \*Dialled Daily  
 402 New 47th Ave  
 Deerfield Beach, FL 33442

Service Info:  
 Test For Daily  
 Test Acct For On Line Billing

Most Recent Billing: 03/11/2013  
 Current Due Date: 04/05/2013  
 Total Amount Due: 119.82

Last Payment Date: 01/09/2013  
 Last Payment Amount: 1.00  
 Date Service Began: 02/01/2004

Service Type	Service Description	Meter Number	Reading Date (see for status)	Reading (see for status)	Previous Reading Date	Previous Reading
W	WATER	W12398765	-	0	03/11/2013	12,740

Visit our new Web portal and make your life easier! Go to [csidfl.org](http://csidfl.org)

## PAY-BY-PHONE, RECURRING AUTO PAYMENTS, ELECTRONIC CHECKS, ELECTRONIC REMINDERS

Starting in June, CSID will be partnering with a new electronic payment processing company so paying your bill will be even easier, totally secure, and the new payment portal will be loaded with customer friendly features like allowing you to set up recurring automatic payments, or choosing to set up an electronic payment reminder. Also in June, CSID will offer “real-time” solutions for customers who want to pay their bill online or by phone.

In response to the many requests for a **PAY-BY-PHONE** option, CSID has chosen a platform that is easy to use and will meet the desires of our busy CSID customers. **To Pay-by-Phone simply Dial toll free 866-288-8120.**

For **On-line** payers, now you will be able pay with **Visa, MasterCard, Discover cards or with Electronic Check.**

CSID will continue to search for other ways to make paying your bill electronically the

method of choice for our residents. We are committed to our goal of going paperless and this is one more method to achieve this goal.

So many other companies are quick to add on a fee for payments being received via phone, credit card or electronic check.

As always, CSID does not charge any “convenience fee” for using our electronic payment methods. The electronic payment process will free up our customer service personnel

and allow more time to spend with our phone customers.



[www.csidfl.org](http://www.csidfl.org)

**Pay by Phone**

**866-288-8120**

Coming In June

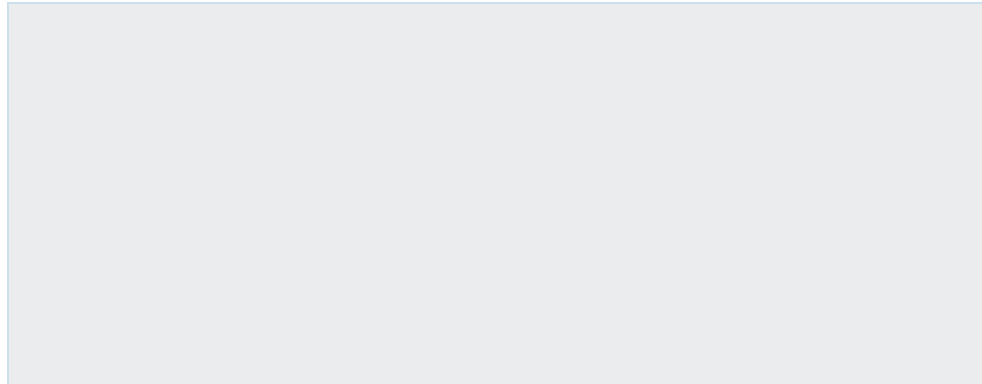


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**Special Notice... CSID REDUCES ASSESSMENT BY 5.6 % FOR FISCAL YEAR 2014**

It is my pleasure to inform you that you will see a 5.6% reduction in your tax assessment for the CSID Drainage portion of your property tax bill. The board of supervisors felt that we had a sufficient amount of reserves and have closely kept our costs in check so that we can, once again, reduce your assessment. Last year, the board had the privilege of announcing a similar 5.3% reduction. The board will vote on the new budget at a public meeting in June. Please feel free to call with questions. Contact 954-796-6639

**A Message from the President**



It is Spring Cleaning Time !

Like all homeowners it is also spring-cleaning time at the District. We are cleaning, repainting, and following through on many of the projects we started over the winter months. I am proud to say that we are near completion on most of them so let me tell you about our progress to date.

We are finished with our Nano filtration water plant and are awaiting inspection and approval from the County Health Dept so we can start producing the highest quality drinking water for the District. We expect to have final approvals by mid June. The rehabilitation of our wastewater treatment plant is complete, and it is now fully operational. We have cleaned and repaired numerous drainage culverts to make certain that our canals flow properly during the rainy season. Along with the culvert cleaning, we have installed electronic rain gauges that can continuously monitor the canal levels so we are better able to control the level of water in the canals. We are finishing up relining a section of Ramblewood's sewer lines to prevent groundwater infiltration back to the sewer plant, thus reducing

the amount of electricity and chemicals used in wastewater treatment. Finally, we are soliciting bids on the replacement of all residential water and irrigation meters. The existing meters within our system are nearing their "end of life" date.

The District personnel have been busy improving and maintaining the infrastructure, thus insuring that you can turn the faucet on or flush the toilet without having a second thought about it. We have done this under budget and with superb service to all our landowners and customers of the District. I am proud to be the president of the board of supervisors of CSID. In my opinion, Coral Springs Improvement District is the best improvement district in the State.



Sincerely,  
Dr. Martin Shank, President

**NOTICE OF PUBLIC HEARING      JUNE 17, 2013    AT 4:00 PM**