



Coral Springs Improvement District November 2015 Newsletter

Visit us on the web
www.csidfl.org

Get notified of crucial information, weather advisories, missing children/adults, criminal activity, & homeland security issues.

Code Red automation delivers a voice message to all enrolled Coral Springs residents. Make sure your phone number is updated & valid.

Sign up by visiting the opening page of our website and choosing the Code-Red Option. CSIDFL.ORG



CSID is proud to be 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. **Walgreen's** has provided "Meds-Away" disposal pouches to CSID at their cost. Residents should contact CSID to receive their free drug disposal system. Do your part to help keep our water supply safe.

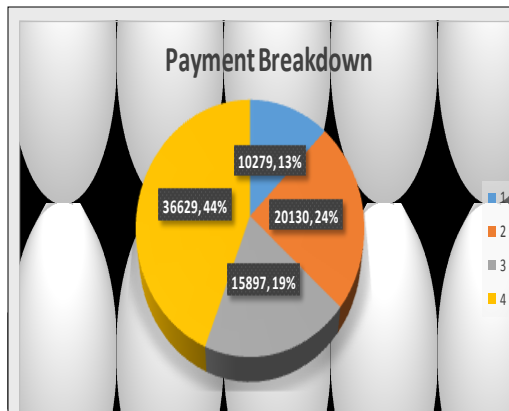
Contact CSID for a free disposal pouch. Call customer service at: 954-753-0380 or log onto www.csidfl.org/contact

"CSID IS A CUSTOMER SERVICE UTILITY"

WE ARE DRIVEN. We strive to provide our residents with the most value for their money. That is why we have introduced value added programs over the past four years. Some of the customer appreciation programs are: "**CALL CSID FIRST**" (call CSID before calling a plumber when you experience a sewer mainline backup), "**TOILET REBATE PROGRAM**" (receive \$99 for each toilet [limit 2] when you replace your old toilet with a new low flow toilet) "**DRUG DISPOSAL PROGRAM**" (contact us and we will provide disposal bags for your unused prescription drugs), "**METER CONSUMPTION GRAPHING**" (we will email a daily/hourly usage graph to you when extraordinary usage is shown in the latest billing), "**ELECTRONIC PAYMENTS AND E-BILLING**" (we are able to email your monthly bill directly to you each month and you are able to pay via smart phone, your banking institution, or ACH Draft). CSID has also raised the bar when it comes to field services. We have taken steps to reduce the amount of time between "**WATER BREAK REPAIRS**" and the aftermath of road and landscaping repairs. We have instituted a "**COMMENT CARD**" program (a pre-stamped comment card is left at the residence when field services personnel visit your property). By inviting our residents to our yearly "**OPEN HOUSE**" we are providing the opportunity to see what we do, how we do it, and how much it costs. We believe our customers want to be more involved and educated about how they get their water, wastewater, and canal services. Of interest to customers is how CSID plans for the future by upgrading our infrastructure. Finally, our customers want to know the cost of the services we provide and how our operations are financed. We know it is our responsibility to inform and provide the data necessary to understand our operations. To that end, we publish our budgets and audits online. In an effort to promote more interaction with our customers, we will also conduct "**PRIVATE TOURS**" for small groups, whether it is a school, church organization, or a neighborhood association. Please give us a call to discuss or enroll in any of our **CUSTOMER SERVICE** programs. 954-753-0380

CSID... Always on the Job

This fiscal year, CSID is allowing up to 150 toilet rebates for our residents. Plan ahead and reserve your rebate (2 per home) by contacting us at 954-796-6657 or via our website at csidfl.org



1. ACH/Debit Direct from your bank
2. Credit Card on CSID's website
3. Online payments thru your bank
4. Checks & Money Orders

44% of the payments we receive are still made by check. CSID promotes three convenient ways to pay electronically.

1. Auto-Debit where your payment reaches us on a predetermined date.
2. Thru the self directed bill pay option at your bank
3. Via Pay-online at CSID's website - www.csidfl.org

Paying electronically eliminates the need for stamps, envelopes, and having to depend on the post office to get your payment to us before penalties are added to your account. Call us today to enroll in any program. 954-753-0380

Canal Bank Restoration Project Update

Completed Restoration – Site #3

BEFORE



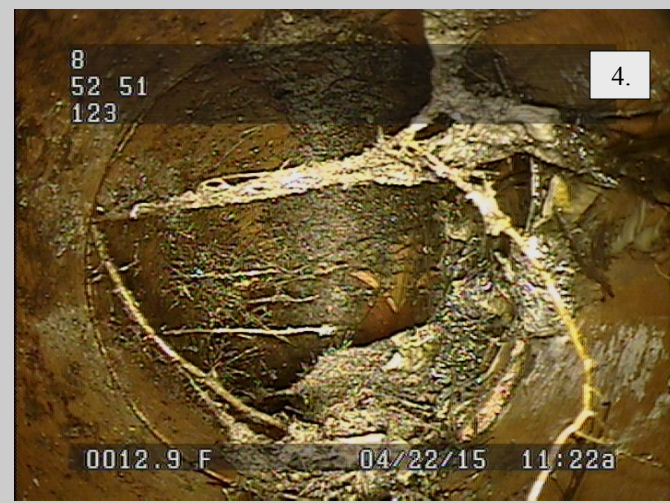
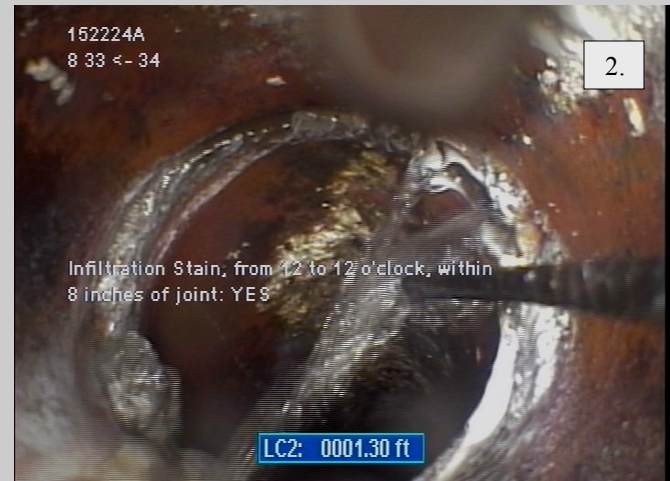
AFTER



Over the 30+ years since our canals were originally dug.... through hurricanes, storms, pool digging, improper tree and plant placement, patio placement, etc.... some of the canal bank areas of our canal system have started showing signs of wear. In the last three years, CSID had undertaken studies of portions of our canal banks and we have implemented a canal bank refurbishment program. Our initial projects have been completed. This first undertaking by CSID turned out to be very difficult to achieve the results we wanted...but we succeeded! During the restoration and reconstruction, we were surprised to find the water depth in many areas to be 30-40 feet deep. When we were reconstructing the bank with rocks and boulders, some areas called for 40,000 tons of material. This \$4.2 million dollar project was financed by using existing funds with no need for a loan or bonds. We have plans to repair other canal banks as more funds become available.



CSID... Always on the Job



Repairing the Sewer Mains and Lateral Infrastructure

CSID has kicked off our second Wastewater Collection Line rehabilitation project. The first successful rehab took place in our oldest wastewater collection basin. Since completing that project, we have been able to save money by not having to process the ground water that infiltrates into our system due to leaks or breaks in the lines. We have saved money on operating costs from having fewer repairs to pumps and motors and we've realized a great savings on the monthly electric bills for that lift station. We saw a reduction on the FP&L bill of 57.22% on average. WOW!

We have now given the “notice to proceed” for refurbishing the main sewer pipes and the lateral lines that lead to homes in the Maplewood Isles (Lift Station 8) basin. We first put a camera in all main lines and lateral lines to get an idea of what we will find during the repairs. In the pictures above #1 shows that a sewer pipe was impaled by an electrical line installed by FP&L, causing infiltration of ground water into our system. The second and third photo's indicate a break in the sewer pipe also allowing large quantities of ground water to seep into our sewer system and the final photo (#4 bottom right) shows how tree roots have invaded the sewer pipe thus increasing the likelihood of a sewage backup in the future. These are but a few of the areas of concern. This project should be on-going for the next 18-24 months. When finished, this basin will be as good as new with a 50 year warranty on the materials and method used. This project is expected to cost \$1.3 million dollars and will be funded without the need for loans or bonds.

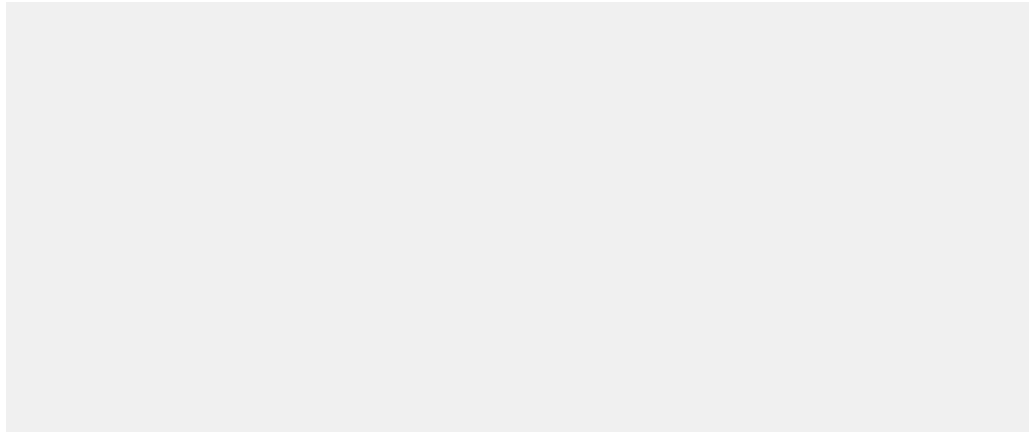


Coral Springs Improvement District

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www.csidfl.org



A message from the Board President.....

I want to wish everyone a joyous holiday as well as a happy and healthy New Year. The Board spends time to look back on the previous year and assess our efforts and results. Our goal is to live up to our mission statement which is to provide the best drainage, water, and wastewater services in the city while also having the best customer service.

July 2015	GALLONS	3000	5000	7000	9000
NSID	\$	56.17	\$ 65.37	\$ 74.57	\$ 83.77
CITY OF CS	\$	48.25	\$ 59.73	\$ 72.08	\$ 85.68
CSID	\$	38.07	\$ 52.52	\$ 66.97	\$ 81.42

CSID has the lowest rates of any of the 4 water companies serving our City. I am very proud that we provide the best service at the lowest rates. This last fiscal year, CSID has rebated 164 low flow toilet requests at \$99 per toilet. We have also helped protect the environment

by dispensing 119 medicine disposal kits free of charge. We have completed 75% of our canal restoration project this year with the remaining work to begin in 2016.

The employees will continue to strive to provide the residents of CSID with great service so that you will never have to think about anything more than turning your faucets on or flushing the toilets and being assured that they will work as expected.



Dr. Martin Shank, President, Board of Supervisors

The Board meets at 4pm on the 3rd Monday of each month. Plan to join us!