



# Coral Springs Improvement District January 2013 NEWSLETTER

*Book your School or Club Tour of our facility Page 2*

*"25 Water Facts" you may not have known Page 3*

*Get \$99 rebate with our Low Flow Toilet Rebate Program Page 2*

Visit us on the web  
[www.fladistricts.com](http://www.fladistricts.com)

## **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)

During the dry time of year, the CSID Drainage department is overseeing a culvert inspection & cleaning project. In order to keep the canals free flowing, it is imperative that we keep the culvert piping free of debris and foliage. At a recent Slice of Coral Springs meeting, residents were informed that it is the City's responsibility to keep street drains and culverts free of debris. CSID responsibility is to dispose of the water once it enters our canal system.  
City Help 954-789-7897  
CSID Help 954-753-0380

## *What is the source of Drinking Water within our District?*

*The source of the water we treat and supply to the customers of our District is the Biscayne Aquifer. CSID has 11 wells that are in a general proximity to our treatment plant. We have recently embarked on a 4 year rehabilitation plan to update the pumps and motors where needed, improve accessibility to the well site for ease of maintenance and repair, and meet current and future regulatory benchmarks.*



## **Water Meter Replacement Program**

The District is currently developing a four year residential meter replacement program. All commercial and high occupancy residential meters have already been replaced. We will incorporate a back flow device at each residential home while the meter change-out takes place. In keeping with EPA recommendations, the new meters will be no-lead or low lead devices.

We are also evaluating technology that has been used, with great success, for the past 10 years. We are considering new meters which are capable of transmitting the meter reading to a moving vehicle, and storing 30 days of consumption data for later analysis. We will keep you informed of our findings.



## **Are Water Conservation rules for Irrigation systems still in force?**

*Yes they are. The South Florida Water Management District passed a year-round landscape irrigation rule for watering. The rule limits watering to two days per week.*

*Even numbered homes may water Thursday and Sunday before 10am or after 4 pm Odd numbered homes may water Wednesday and Saturday before 10am or after 4pm*



## **LOCATE YOUR SEWER CLEANOUT BEFORE A BACKUP**

To help speed the process of getting your sewage flow "back to normal" please make sure you can locate your **sewer clean out cap**. It is usually located in the front of your home and sometimes it has been partially covered by lawn or shrubbery. If you experience a sewer backup, **CALL CSID FIRST** before you call a plumber. Our field crew will come out and evaluate the situation and do our best to repair the problem. If the problem is the homeowner's responsibility, we will advise and you will have some time to schedule a plumber during non-emergency hours. **Emergency phone: 954-753-0380**

## ***\$99 Dollar Low-Flow Toilet Rebate Program began in October 2012***

Broward County has had a \$100 toilet rebate program in force for the past few years. In an effort to offer our residents the same benefit, CSID has decided to administer a rebate program in house. There are tremendous cost savings to CSID by keeping the administration at our District level. To prevent confusion with the County program, our rebate program will credit your utility bill account \$99 for each toilet installation up to a maximum of two toilets per household.



### **A message from vice-president Ted Mena:**

It is the goal of CSID to be an active participant in helping our residents use less water, conserve our natural resources, and lower their monthly utility bills. Offering a low-flow toilet replacement rebate is a positive step toward that goal and I am happy to report that interest in our program has been overwhelming. The District originally expected to issue



50 toilet rebates for the fiscal year, and we have already reached that number within a two month period. In an effort to encourage participation in our program, I have asked my fellow board members to share my desire to increase the budget and offer an additional 50 rebates to the CSID residents this fiscal year.

**Not every toilet will meet the US-EPA WaterSense® criteria.** You should Google [www.epa.gov/watersense](http://www.epa.gov/watersense) for a current list of approved low-flow toilets. You must visit our website ([fladistricts.com](http://fladistricts.com)) for program rules, applications, forms, and disclaimers before purchasing your new toilets.

## ***We are Now Scheduling Educational and Informative School and Club Tours.***

### Water Plant Tour:

Our District currently has two unique water treatment plants in operation. Tour our “lime-softening” process that is in use in many treatment plants across the State and then tour our new state-of-the-art reverse osmosis water treatment plant that is soon to come on-line. Learn how water is pumped from the Biscayne aquifer, see the steps taken to filter out impurities, and discover how bacteria is kept out of the water system. Get first hand knowledge directly from the plant operators. Water plant tours are flexible to meet your needs. Tour Duration 60-90 minutes.



### Wastewater Plant Tour:

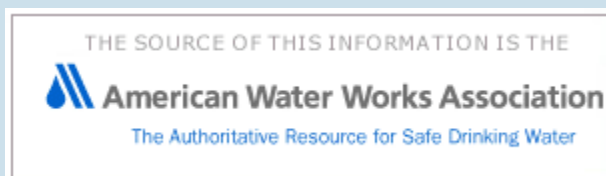
CSID operates four wastewater treatment plants and processes over 4 million gallons of sewage per day. We will treat your group to an overview of how we collect the wastewater from the surrounding neighborhoods and how microorganisms interact with bacteria during the treatment process. The tour will include a visit to the top of a treatment plant to learn the reason for the different processing chambers and to view the process. The tour will explain the final wastewater process of deep well injection. Wastewater plant tours are flexible to meet your needs. Tour Duration 60-90 minutes.



Please book your tour with Robin by calling 954-796-6658

**Water is the only substance that occurs in all three states of matter.  
As a solid (ICE), as a liquid (WATER) and as a gas (STEAM)**

1. The first municipal water filtration works opened in Paisley, Scotland in 1832.
2. More than 79,000 tons of chlorine are used per year in the United States and Canada to treat water.
3. Of all the earth's water, 97% is salt water found in oceans and seas.
4. Only 1% of the earth's water is available for drinking water. Two percent is currently frozen.
5. About two thirds of the human body is water.  
Some parts of the body contain more water than others. For example, 70% of your skin is water.
6. There are more than 56,000 community water systems providing water to the public in the United States.
7. Public water suppliers process 38 billion gallons of water per day for domestic and public use.
8. Approximately 1 million miles of pipelines and aqueducts carry water in the United States and Canada. That's enough to circle the earth 40 times.
9. About 800,000 water wells are drilled each year in the United States for domestic, farming, commercial, and water testing purposes.
10. Typically, households consume at least 50% of their water by lawn watering. Inside, toilets use the most water, with an average of 27 gallons per person per day.
11. In 1974, Congress passed the Safe Drinking Water Act to ensure that drinking water is safe for human consumption. The Act requires public water systems to monitor and treat drinking water for safety.
12. More than 13 million households get their water from their own private wells and are responsible for treating and pumping the water themselves.
13. Industries released 197 million pounds of toxic chemicals into waterways in 1990.
14. The average daily requirement for fresh water in the United States is about 40 billion gallons a day, with about 300 billion gallons used untreated for agriculture and commercial purposes.
15. You can survive about a month without food, but only 5 to 7 days without water.
16. Each person uses about 100 gallons of water a day at home.
17. The average five-minute shower takes between 15 to 25 gallons of water.
18. You can refill an 8 oz glass of water approximately 15,000 times for the same cost as a six pack of soda.
19. An automatic dishwasher uses approximately 9 to 12 gallons of water while hand washing dishes can use up to 20 gallons.
20. If every household in America had a faucet that dripped once each second, 928 million gallons of water a day would leak away.
21. A dairy cow must drink four gallons of water to produce one gallon of milk.
22. One gallon of water weighs approximately 8 ½ pounds.
23. One inch of rainfall drops 7,000 gallons, or nearly 30 tons of water, on a 60' x 180' piece of land.
24. 300 million gallons of water are needed to produce a single day's supply of U.S. newsprint.
25. A person should consume 2 ½ quarts of water per day (from all sources of water, food, etc.) to maintain health.



## New Water Supply Interconnect with the City of Coral Springs is Completed

The Coral Springs Improvement District’s portion of the interconnection project with the City is complete. The Interconnection project is another upgrade to our infrastructure. In the event our water system develops issues that don’t allow CSID to supply water to our residents, then we can fill our transmission lines with water produced at the City’s water treatment plants. The interconnection is a safeguard for all users of the City water system and the water users within the CSID boundaries. Seven years ago, during hurricane Wilma, the City lost use of its generator and could not supply water to its residents. To help recover from this situation, the existing 8-inch interconnection valve was opened, and temporarily water flowed into the trans-

mission lines used by the City to supply their customers. The current project upgrade called for a 12-inch line that would connect CSID and the City in the event either entity experienced an emergency. CSID also has an interconnect line with the City of Tamarac. That water line connecting these two entities will be evaluated for possible upgrades in the future.

***The District will hold a Public Hearing for the adoption of a change to the deposit interest policy on January 28, 2013. The monthly Board of Supervisors meeting will follow immediately thereafter. Please feel free to join us at 4:00pm on Monday 1/28/13.***

### ***How do you pay your monthly bill?***

Out of approximately 9100 monthly bills generated, here’s a analysis of how the monthly payments were received in November:

CREDIT CARD (VISA & MASTERCARD)	1300	14.3%
AUTOMATIC DEBIT	1150	12.6%
ON-LINE THROUGH YOUR BANK	1755	19.3%
U.S. POST OFFICE	4895	53.8%

Over 46 % of our residents currently pay their monthly bill electronically...either through their bank, on our secure website, or through ACH Debit transfers. If you want to put the checkbook away and pay electronically, please choose your option. You can visit our website to enroll in Auto-Debt. You are also welcome to contact us directly at 954-753-0380 and request the forms by mail.

To visit us online, please go to [www.fladistricts.com](http://www.fladistricts.com) and choose CSID, and then choose “CUSTOMER SERVICE” for the online Direct Debit Payments form. To pay via Credit Card, please visit our website and choose Online Billing Payments.

### ***Small Business Advertising Space Available***

*We hope you find this newsletter helpful and informative.*

*If you or someone you know would like to offset our costs of printing and mailing AND reach residents and businesses in the 33071 zip code, then advertising in our quarterly newsletter might be the best way of staying “local” with your advertising dollar. It is a great opportunity for local businesses. Please contact us at 954-796-6639.*

*Our newsletter is produced in-house and is sent to over 9,100 customers (quarterly) who live within the District’s boundaries between Royal Palm and Southgate Blvd and between the Sawgrass Expressway and Riverside Drive.*

**YOUR ADVERTISING  
HERE**

**THIS NEWSLETTER IS  
PUBLISHED QUAR-  
TERLY. WE REACH ALL  
HOUSEHOLDS AND BUSI-  
NESSES WITHIN THE  
33071 ZIP CODE**

**CONTACT CSID AT  
954-796-6639**

***Here’s an example.....***

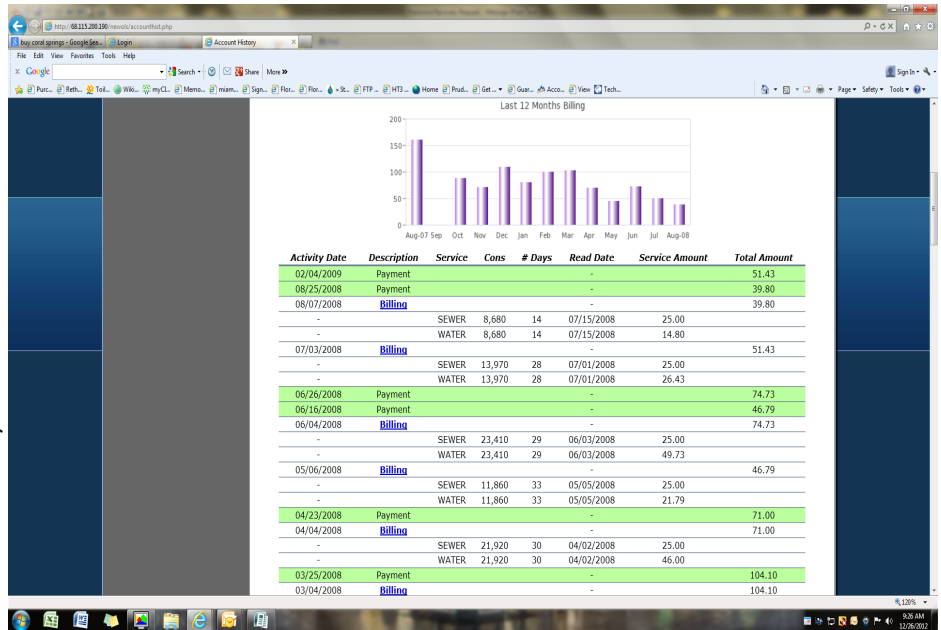
Neighborhood Realty  
**Local & Informed**

Let us prove why we are the  
#1 realtor in Coral Springs.  
Call 954-####-####



## New security and design for online payments

Our web page portal for paying your utility bill online has a new look and an enhanced security password feature. It also has an easy to read 12-month history bar graph so you can view at a glance how your monthly bill fluctuates with the seasons. Another feature is the option to choose “paperless billing” wherein a link to your monthly bill will be delivered to you via email. A new feature for those who are responsible for multiple homes or businesses in CSID is the ability to link multiple accounts to your email address. Of course, we have also updated our site to be viewed in ANY language. If you already have a log in code you will be prompted to update it when you next visit our payment portal web page.



## Technology for CSID residents with Smart Phones



SCAN THE QR CODE ABOVE WITH A SMART PHONE AND BE DIRECTED TO OUR WEB PAGE AT: WWW.FLADISTRICTS.COM

### What is a QR code?

QR is short for Quick Response. Quick Response Codes are increasingly used to steer customer's to a URL (web page). These codes come to us from Japan where they are very common. Once the code is scanned by your smart phone, these codes can steer the user to a web page

where you can learn about a business, see a movie trailer, pay a bill, or find out about promotional items at restaurants.

The CSID QR code to the left will direct the smart phone user to our web site where you can choose to pay your bill, read the minutes to our monthly meetings, etc.

You may need to download the app from your phone's operating system app store site. Once the app is installed, simply scan the QR code and your phone's browser will instantly take you to our web site. In the future, we expect to put a different QR code on our newly formatted bills. The new QR code will take you directly to the pay online page you see above. There you can enter your email address and password to make payments via your smart phone.

## WE ARE COMMITTED TO “BUYING” Coral Springs

Coral Springs is a great place to do business and a great place to take our business.

Our District has many opportunities and options when deciding where to make the purchases we need in our day to day operation.

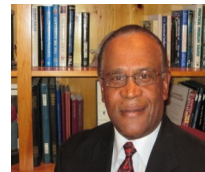
When possible, we utilize businesses in our local area for maintaining our fleet of

trucks with oil changes, tire purchases, and mechanical repairs.

Our local home improvement stores have been a source of good prices and “just in time” availability for paints, piping, and the tools needed to maintain our plant.

For the past two years, the District has held our annual

holiday luncheon at a local Coral Springs restaurant. “We feel it is a good idea to purchase our goods and services from local businesses to help keep our City's economy strong” said Board member Duane Holland.



January is a good time to be certain your irrigation system is in proper working order. Change heads that are damaged, and make sure your timer settings are in accordance with current water restrictions.



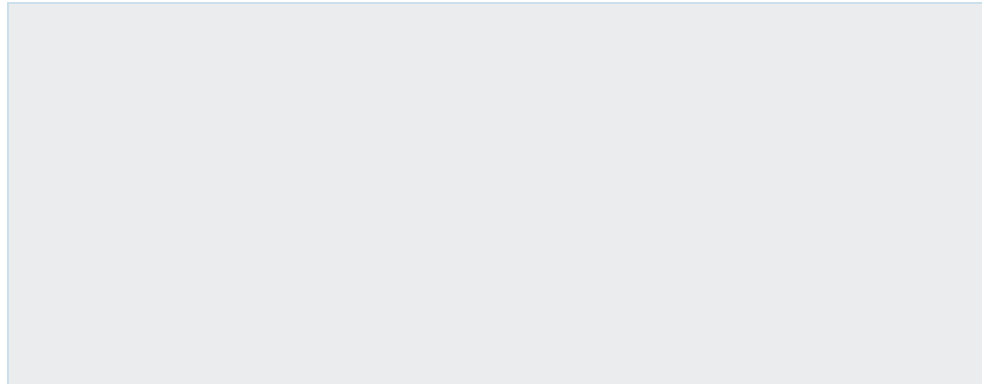


## *Coral Springs Improvement District*

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www.fladistricts.com

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## A Message from the President



I and all the employees of the CSID want to wish everyone a happy and healthy New Year and hope that everyone had a good holiday season. Here's an update on what is going on in the District. We just had our first 5% rate reduction in the millage for the drainage portion of your property tax. Hopefully, we can give more tax relief in the future as we continue to seek efficiencies to run the District. We are on schedule in relining the sewer mainlines and laterals in the first of the areas selected for upgrade.

Our Nano-filtration plant continues to be behind schedule but we are progressing in the construction of the disinfection system and upgrading our well fields so the plant can produce water with the quality that is expected by the residents we serve.

We are in the process of evaluating and choosing a specification for meters and meter technologies so we can determine how we will move forward with our meter change-out program.

CSID personnel have completed the painting of all district fire hydrants with City specified silver metallic paint so that they will be highly visible to the fire department when needed. We are also working with communities and commercial entities that have private

hydrants within the District to update the painting of those hydrants.

The rebate program for replacement of your toilets with low-flow toilets is going well. We encourage your participation by visiting our website for information on the program.

Please help us make sure that your neighborhood does not flood during the rainy season by letting CSID know of potential trees that might fall into the canals during hurricanes or tropical storms. If a tree blocks the outflow of water in the canal, the backup can cause serious flooding of your neighborhood. Call 954-753-0380 to report any problem trees.

We are privileged to be part of this City and being an important part of the infrastructure that allows the city to function. We will continue to do our best to provide you with water, sewer, and flood control in a way that makes us the best utility in Coral Springs.

Dr. Martin Shank  
President, Board of Supervisors

