



# Coral Springs Improvement District September 2012 NEWSLETTER

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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)

The rainy season is here. To maintain free flowing street drains, please keep your street drains free of debris, paper, leaves, etc. The City of Coral Springs regularly schedules cleaning each year; however, please sweep the debris away from the grate or call the City at 954-345-2210 if need be.



## *We are here to SERVE !* **Who do I call if MY DRAINS BACK UP ?**



By advertising this service, it has been suggested that our Field Crew might be overly burdened by the many "sewer back-up" phone calls we may receive from residents when they experience a sewer backup. Don't let that be a deterrent when deciding between calling the CSID field crew or a plumber.

**CALL CSID FIRST !**

Our field personnel pride themselves on getting the job done... or at the very least, recommending a course of action to take once they have evaluated your situation. There are times that we can fix the problem (when the obstruction is on the District's

side of the wye) and other times when you need to contact a plumber. By calling us first, you allow us to try to remedy your situation or at least get you flowing temporarily, which might buy you some time and avoid having to pay after-hours or weekend plumbers rates.

Recently the District received letters from two different residents requesting reimbursement of plumbing bills for repairing clogged sewer lines. The plumbing company determined the obstruction was on the District's side of the wye. The obstruction was most likely due to tree roots that made their way into the sewer pipe. The bill each resident received was in excess of \$800.00. Although the bill is not in question, we are concerned that our residents are being charged for a service the District will provide. We do not reimburse residents for plumbers bills. Don't hesitate to contact us before calling a plumber. Our phone number is 954-753-0380 then press 1.

## **HAVE YOU EXERCISED YOUR HOUSE VALVE LATELY?**

Turning your house valve on and off a few times each year will keep it from getting stuck in the open position. Be careful not to force the valve closed. If the valve is old, forcing it might cause it to fail or leak...in which case you will need a plumber to replace the valve.



## **LOCATE YOUR SEWER CLEANOUT BEFORE YOU HAVE A SEWER BACK-UP**

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, (after examination by the District employees), a plumber needs to be called, the plumbing company will have to locate this "clean-out" and you'll be paying for them to locate the sewer clean-out cap. Take the time now and save yourself money and aggravation later!

***Our after hours emergency phone number is: 954-753-0380 then press #1***

## *\$99 Dollar Low-Flow Toilet Rebate Program starts 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 considered partnering with the County and approximately 18 other cities but the costs associated with the County program helped us decide 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.



Based on the number of rebates given last year in the 33065 zip code, we have decided to limit our \$99 toilet rebate to 50 toilets for the coming fiscal year. Mindful that this program may be more popular than originally thought, we will monitor participation in the program and decide if an increase in the quantity of toilet rebates will be needed during the fiscal year. Since we administer the program ourselves, we can tweak it as needed! We are currently budgeting \$5,000 dollars for this initiative.

Board Vice-President Ted Mena stated “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 rebate is a positive step toward that goal.”

**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 for program rules, applications, forms, and disclaimers before purchasing your new toilets.

## *2012 Tropical Storm Isaac*

*Here's an update on our recent storm....*

**Canal Division:** Drainage Chief Randy Frederick said “We were prepared for the forecasted 3-6 inches of rainfall but then the squall lines stayed over our area and continued to produce rain. At the height of the storm the elevation in our canals reached 9.4 feet. Our average level is 6.5 feet. On Saturday the canal elevation was 6.7 feet. We continued pumping for over 48 hours during which time our hourly reading totals showed that more than 14 inches of rain fell on our already saturated ground. There were a few times when the water levels rose higher than we would have liked to see but all in all the system performed as designed. Our employees worked around the clock to monitor and man our pump stations.”



**Wastewater Division:** Chief David McIntosh summed it up like this. “We normally process between 4.7 to 5.2 mgd (million gallons per day) in the wastewater plant. During the storm we were processing about 7.9 mgd. Our treatment and surplus surge tanks were expertly manipulated by staff, allowing for greater process volume. The sewer lines and neighborhood lift stations serving the homes in our district were all operating within their rated capacity. Our system did not allow sewage to spill onto area streets as was the case in some South Florida towns. The areas where the street drains were clogged were the most critical. The clogged drains caused the streets to flood and send the rain water into our manholes and sewer system which caused our lift stations to work harder to process the extra inflow. We are proud of our employees and thank them for their commitment to the operations.”

## Renewing & Replacing our Assets

Each year, the District sets aside funds for the eventual renewal or replacement of our aging assets. Seen below is the partial installation at one of three lift stations that are being rehabilitated this year. Although we have budgeted dollars for repairs and maintenance of these same assets, there comes a time to evaluate the necessity of renewing the asset rather than having it repaired.



Lift Station 30 gets a new 150 pound valve and a wet well rehabilitation before the two re-built 20 hp motor and pump assemblies are installed.

At a recent meeting, Board Supervisor Duane Holland remarked, "Much of our infrastructure is over 35 years old and I am proud of how our employees have maintained our assets and how they have scheduled the asset replacement or rehabilitation for years to come. I am particularly pleased to know that many of these expenditure are funded through yearly operating revenues; not through outside sources of funds like bonds or interest bearing bank loans."

At a cost of \$1 million dollars, the District recently began work on rehabilitating and lining the sewer trunks and lateral lines serving homes in the Ramblewood area of town. This project is expected to be completed in March, 2013.



Two photographs of the interior of a wastewater treatment plant that is undergoing rehabilitation after 9 years of use. The cost for this project will exceed \$300,000 and will add 10 to 15 years of service to this asset.



## CSID REDUCES NON AD VALOREM TAX

The District 2013 Fiscal Year Drainage budget was approved at the public hearing held on August 20th, 2012. Each year the Broward County Tax Bill includes an assessment for the CSID Canal/Drainage fund operating budget.

Board President Dr. Martin Shank stated, "For the past four years there has not been any increases and we have been able to hold the yearly assessment level at \$186.79. **This year we are able to reduce the yearly assessment by approximately 5.3%.**

In the past few years we have been able to repair and replace most of the items on our drainage capital improvement project list and we are happy to be in a position to reduce your tax levy. A combination of good weather, aggressive project negotiations, and hard working employees helped make this possible."



(L-R) Fire Chief Mark Curran, Mr. Ballard, Mr. Rice, Mike Hosein, and Mayor Roy Gold

## A recognition of BRAVERY

There was a traffic accident in Coral Springs on July 4th that resulted in a vehicle driving into the canal. Without concern for themselves, three young men entered the canal to aid the two adults and two small children, ages 3 and 4 inside the vehicle. A CSID employee, Mike Hosein, was one of the three individuals honored by Mayor Roy Gold and Fire Chief Mark Curran at a brief ceremony on 8/21/12 at City Hall. We are proud of Mike and the other individuals and we congratulate them on receiving this certificate of recognition from the City.

## Board Meeting Times

The monthly Board meetings are held at 4:00 pm on the 3rd Monday of each month. The Board members enjoy the participation of the residents.

The September 17th meeting has been moved to September 10th at 4:00 pm.

## Snakehead Fish Reduction Program

Snakehead fish have been reducing the number of other fish within our canals. Snakeheads are native to Africa and Asia and are considered a predatory fish. They have become an invasive species and cause ecological damage because they are a top predator. Not only can they breathe atmospheric air, but they can also survive on land for up to 4 days, providing they are wet. In an effort to reduce the amount of chemicals we use to control vegetation, the District regularly purchases tripliod grass eating carp as a method of controlling the amount of vegetation in our waterways. We have been evaluating programs aimed at reducing snakehead nuisance and destruction of other fish species.

The District has given permission to a select group of fishermen to enter our canal system for the purposes of reducing the snakehead fish population. If you see these men, please know they will be courteous and will respect your property and privacy.



## Treatment Plant Tours

Informative and educational tours are being offered for school groups and clubs. See how water is processed & sent to homes and businesses. Learn how wastewater is cleaned and injected into the earth.

Schedule your event by calling Robin at 954-796-6658.

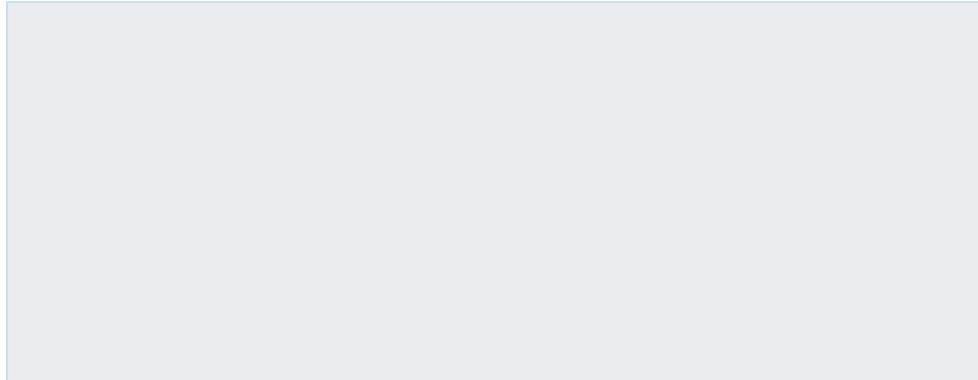


## *Coral Springs Improvement District*

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## A Message from the President



Dear Fellow Residents:

This has been a very busy quarter for the members of the board as we evaluated and adopted our upcoming budgets, assessed our relationships with outside professional organizations, and identified our future needs.

The following are items you may find interesting.

1. A decision has been made to disinfect the water from our new reverse osmosis plant in the same way presently in use, thus keeping the taste and smell near what is presently being sent to your home. We are working toward this goal.
2. It is the responsibility of the City of Coral Springs (or your HOA if you live in a gated community) to keep water flowing into our canals. Street flooding is most commonly caused by leaf-clogged drains or catch basins. City phone number is 954-345-2210.
3. If your home sewer line develops a back-up, please call our offices first. We will come out and decide if the back-up is caused by your home's pipes or if there are tree roots in the sewer line. We cannot be responsible for plumbers' bills after the fact if we were not first called to remedy or identify the problem.
4. In the event of a hurricane resulting in distribution line failure, fresh water will be available to the public at our facility. Remember to bring your own containers to transport the water home.
5. Some of our fresh water wells are located near canals and storm drains. Please do not put anything into our canal system. The canals are designed for water drainage only. Harmful liquids can enter our drinking water supply within six months of being put into a canal.
6. The CSID non ad valorem assessment that appears on your yearly tax bill sent by the County has been reduced by approximately 5.3%. Completion of our capital improvement projects and improved project management has allowed us to adjust this assessment downward. We are also working toward not having any increase in the future.

Sincerely,

Dr. Martin Shank, President



**It is not a question of what water costs.....but what it is worth. PLEASE CONSERVE**