



# Coral Springs Improvement District February 2016 Newsletter

Visit us on the web  
[www.csidfl.org](http://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](http://www.csidfl.org/contact)**

## Fats, Oils, and Grease Program Under Way.

CSID has recently initiated a Fat Oil Grease (FOG) program for restaurants operating in our service area. Fats, Oils, and Grease can cause a lot of damage to the pumps and motors in the Lift Stations that carry raw sewage to our plant for processing. If any device (float assemblies, pumps, motors, relay switches, etc.) at a lift station becomes unable to operate properly, then there is a possibility we might experience raw sewage spilling onto the streets and grassy areas adjacent to the lift station. FOG can damage our lift stations, clog the sewer lines, and cause them to overflow.

You might be surprised to learn that having the restaurant's grease trap cleaned quarterly is the



LIFT STATION WELL WITH FLOATING GREASE



SEWAGE SCREEN AND FILTER'S INSIDE OF THE PLANT ARE COVERED IN GREASE & OIL

norm for many chain restaurants in our area. Here are four pictures of some lift stations and some wastewater processing equipment in our sewer plant. You can only imagine the amount of extra chemicals and additional process time it takes to process the fats, oils, and grease that enter our system. For the most part, most fats, oils, and grease in our system stem from area restaurants although we do see a surprising increase from homes during the week of Thanksgiving. (Oh, those deep fried turkeys are delicious!) Many restaurants in our area have already complied with our verification of cleaning process by sending us a copy of their grease hauling invoice. As with most new programs, it requires a little time for every participant to be 100% compliant. CSID is working with those entities who have not yet provided the proper documentation. We feel we will be 100% compliant within the next quarter.

## CSID... Always on the Job

This fiscal year, CSID is allowing up to 150 (\$99) 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](http://csidfl.org)

As Dr. Shank bikes around the District, he has observed some of the wildlife that share their homes with us. "I have noted a pleasant increase in the number of Burrowing Owls that are nesting along our canals," said Dr. Shank.

Burrowing Owls do not nest in trees but dig holes in the ground in which to lay their eggs. This makes them very vulnerable to dogs, other animals, and lawn care equipment.

While the Burrowing Owl is not considered an endangered species, they are on the watch list for their decreasing population statewide. Please respect their nests and stay at least 50 feet away. If you see a nest, please call our drainage office and we will send our crew out to tape-off the areas until the eggs are hatched.



## The 2015 Yearly Summary

Each year, the CSID Board of Supervisors challenges each department to find ways of improving our services, reducing the costs of our operations, and improving our infrastructure. We are happy to share some of the advances made toward these goals.

The **Water Department** developed and re-located two new raw water wells that replaced two of our under-producing wells. There is now a well renewal program for nine other wells. They were also able to control the cost of the cleaning/maintenance requirements for 750 membrane filters used to produce our “finished” water.

The **Billing/Administration Departments** changed banking institutions which will result in a \$30,000 interest revenue increase over our former banking partner. Billing has also introduced “email GRAPH-NOTIFICATIONS” for customers that will or have received a higher than normal monthly billing. Early notification is very important for solving the high-water-use issue. Administration was encouraged that their efforts have lowered our average Accounts Receivable balance by over \$350,000 in the past two years. Even our independent auditors took notice.

The **Field Department** has taken on the duties of repairing the asphalt in the aftermath of water breaks in the field. Taking this responsibility in-house has reduced the amount of time a street is in a state of non-repair and results in a yearly savings of \$60,000 which would have normally been paid to an outside contractor. We have also started relining all of the sewer pipes and lateral lines that lead to each home in the Lift Station 8 -Maplewood Isles area. This project, when finished, should result in a reduction of about \$400 each month in electric bill expense. Since this project carries a 50 year warranty on materials, we are expecting to enjoy around \$5,000 per year savings for years and years to come.

Our **Wastewater Department** has successfully installed a new screen mechanism which replaced the 30 year old existing unit. The new \$320,000 mechanism allows for finer filtering and pre-treatment of the wastewater that enters the plant resulting in less cost for maintenance of pumps and motors.



We are entering into the 4th year of our **Toilet Rebate Program**. This “in-house” program has proven to be a huge success. In the past three years, CSID has granted rebates for 356 toilets...totaling \$35,244 in rebates given to our residents! We have prepared our budget to include 150 toilet rebates for this fiscal year. If you are interested in our \$99 toilet rebate program, log into our website [csidfl.org](http://csidfl.org) to get more information or to reserve yours today.

***CSID... Always on the Job***

**SAVE YOUR MONEY! CALL CSID FIRST**

Each week, our customer service personnel receive calls from residents who report that there are clogged drains in their home or that they are experiencing a sewer backup. Sometimes the backup is isolated to sewage in the bath but other times the backup affects toilets, sinks, and washing machines. We can only respond to “WHOLE HOUSE” incidents where sewage is backing up into the home from the sewer lines outside the home. Unfortunately, we are unable to lend a hand when a drain is running slower than usual.

CSID will attempt to clear the line using our sewer jet machine. That will usually open up the line so we can put a camera into the sewer pipe and see where the problem has manifested itself.

If the issue is found to be on the District side of the line, then we will remedy the problem. If the camera shows the issue to be a homeowner responsibility, then you will be notified of our evaluation and you can call a plumber.

Backed up sewer lines can be caused by many things such as a clogged sewer drain, a damaged sewer line, or tree roots in the sewer pipe. The clog causing the backup can also be located near your home or out at the street where your sewer lateral line connects with the District’s main line. For this reason, we recommend you call CSID before you call a plumber. CSID will respond to your issue 7 days a week and will either solve the problem with the clogged line or, at the very least, buy you enough time so you can contact a plumber when the hourly rates are at their lowest.



**SCHOOL AND CLUB TOURS ARE AVAILABLE**

Now is a good time to schedule a school or club tour of our facilities. Most participants have found the water treatment process tour to be interesting and fun, while others have been fascinated to see how we process, treat, and dispose of the wastewater (sewage) that comes into our plants each day. CALL Robin at 954-796-6658 to schedule your group tour.



**WHERE IS THE SEWER CLEAN OUT ON MY PROPERTY?**

Are you able to locate your sewer clean-out? Should you experience a sewer backup, CSID will come to your property with our sewer jet machine and attempt to unclog your sewer line. To accomplish this, we will need access to your sewer clean-out. Your clean-out is usually located in your front or side yard and is sometimes 5-10 feet from your foundation. If you find that your sewer clean-out has been covered by grasses over time and you are unable to locate it, please refer to the survey that was prepared at the time when you closed on your property. You will usually find a survey in your closing packet. The survey usually identifies the position of the sewer clean-out on your property.

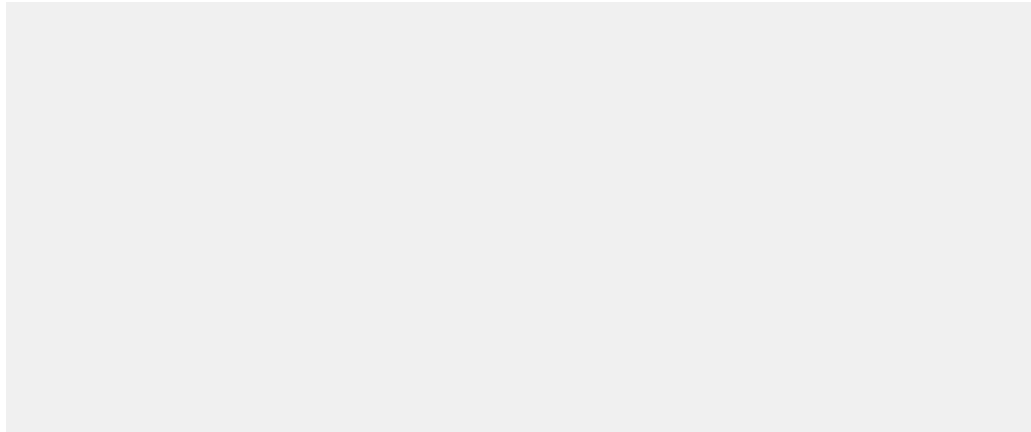




*Coral Springs Improvement District*

10300 N.W. 11th Manor  
Coral Springs, Florida 33071

Phone: 954-753-0380 ▪ Fax: 954-753-8784 ▪  
www.csidfl.org



**A message from the Board President.....**

*The City of Flint Michigan has been in the news lately regarding the high lead content in the water being supplied to each resident. Lead can cause serious and permanent health problems. Like most of you, I wondered if it could happen here at CSID. The answer is NO.*

*First, we do not have any lead pipes in our system. Secondly, the only place where some lead might exist is in the solder joints of the copper pipes in some of the older houses in the District. We have been testing the tap water from 90 homes twice a year for lead content. In turn, we relay the results to the Department of Health. EPA guidelines allow 15 parts per billion; we have never tested lead at over 1 part per billion in any tested home over the years. Our drinking water is very safe from lead contamination.*

*Every home received a letter last month that was mandated by the health department. Due to a clerical error during our quarterly water testing, we sampled the water at 3 incorrect addresses. When we noticed the location error, we retested the water at the correct locations and notified the health department of our mistake. The water tested at all 7 homes was perfect but the health department requires the letter to be sent out. We have changed our practices and personnel to make certain that errors such as this will not happen in the future.*

*Every member of the Board of Supervisors lives within Coral Springs Improvement District. We drink and use the water everyday, and would not allow anything to happen that would change our water from being the best in the City. I hope you all had a Happy New Year, and I wish you the best for the coming year.*

*Sincerely,*

Dr. Martin Shank, President of the Board of Supervisors - CSID



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