



Coral Springs Improvement District July 2015 Newsletter

Visit us on the web
www.csidfl.org

Get notified from the City of crucial information, weather advisories, missing children/adults, criminal activity, & homeland security issues. **Code Red** delivers 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...visit: CoralSprings.org/codered

JOIN US ON OUR CHANNEL



See Video's Covering:
Frequently Asked Questions

The Canal System in CSID

Calculating a Water Bill

Field Services Functions

Processing Wastewater

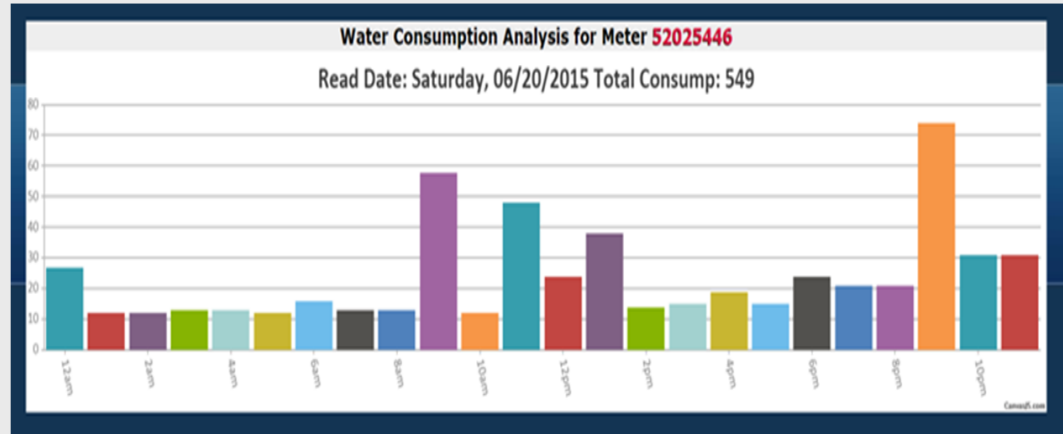
Potable Water Treatment
All videos are produced in-house utilizing the talents of our staff. See our web to link to these videos. csidfl.org

CSID is Offering Informative and Educational Tours to Any Group or School or Club. Participants should be 8 years or older. Choose tour from Water or Wastewater or both. Contact Robin at 954-796-6658

Here's another tool that will help manage water use.

Our residential water meters are able to store up to 120 days of consumption history. When a higher than normal bill is received by you, CSID can “poll” the meter and download data from the corresponding days of the high consumption. In the past we printed out a graph and mailed it to you for your information. We found that a slow and ineffective method.

We are introducing an improved graph and method of delivery. CSID is now able to turn the consumption graph into a web document and email it to our customers who have or will receive an invoice showing unexplained higher than normal use. The graph is full of “hover areas” that tell how much water went through the meter on any given day. You can also click on any day and see the hourly consumption. When clicking on the date of 6/20/15 below, we were able to see that water



was moving through the meter every hour of the day. This is an indication that a leak exists; probably in a toilet or from a leaky faucet. Toilets or improperly set irrigation timers are the main reasons why water bills are high. We never know who might experience a high bill in the future so please update your email address with us so we can notify you quickly if we discover abnormal consumption.



Please email BrianK@csidfl.org to update your email address for future use and reference.

CSID... Always on the Job

CSID Customer Service

CSID reduced the yearly assessments for 3 consecutive years resulting in an 18.7% total decrease to you

Call CSID First Program: Contact CSID BEFORE you call a plumber if you experience a sewage backup in your home. We might be able to get you going again without any charge to you!

Toilet Rebate Program Allows up to a \$198 dollar Rebate for Two Toilets

CSID/Walgreens Sponsored Prescription Drug Disposal Program

Free Toilet Leak Discovery Kits

Comment Card Communication

Informative Quarterly Newsletter

Utility Billing Upgrades such as Credit Card acceptance, E-Check payments, Pay-by-Phone, Electronic Billing, and QR code Payment Portal

School/Club/Public Tours of the Plants

CSID Infrastructure

Fire Hydrant Painting and repairs

Valve Identification and Exercising Program resulting in smaller areas affected during water main breaks and repairs

Finished the Design and Construction of Our Nano Filtration Plant

Rehabilitation of 41 Lift Station

24hour Electronic Monitoring of our 41 Lift Stations

Developed Fats, Rags, Oils, and Grease (FROG) ordinance with the City to help reduce the introduction of pollutants that can cause sewage spills due to clogged main lines

Relined Sewer Pipes in Lift Station 1

Multi-Year Well Rehabilitation Program

Fresh Water Emergency Distribution at our Facility when Main Lines are Damaged Due to Weather

Upgraded our Interconnection with the City of Coral Springs to supply or receive water in emergencies.

Pump Houses 1 & 2 rehabilitation

Highlighted above are examples of Customer Service Upgrades and on-going Infrastructure Programs made over the last four years. We hope you take advantage of the many customer services offered each resident and keep in mind that these programs are always free of any charge to you.

Our Infrastructure Programs and Upgrades are in varying stages of completion. Please note that we have been able to structure these project initiatives without any increase in rates or fees.

CSID... Always on the Job

COMMITTED TO CLEAN WATER !

Pharmaceutical trace products can pass through the wastewater process and potentially impact the water supply aquifer. You should not flush unwanted medicines down the toilet.

More information can be found at <http://www.epa.gov/aging/docs/disposal-meds-flyer.pdf>

CSID is proud to have 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 has already supplied nearly 100 drug disposal bags to our residents since the introduction of this program in January 2015.



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.

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.

This service is free of charge to CSID residents. Dial 954-753-0380 option 1 24 hours a day

The District takes pride in helping the homeowners we serve when a sewer backup occurs. Our mission is to unclog a sewer line by using our sewer jet machine and camera system to identify the clog and get it fixed. We cannot do this if we cannot locate the sewer clean out. Please make a point of locating and marking the sewer clean out on your property so we are able to provide you with the service you deserve.

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.

We do not reimburse residents for plumbing bills. *CALL CSID FIRST! 24/7*
Don't hesitate to contact us before calling a plumber. Our phone number is 954-753-0380 option 1

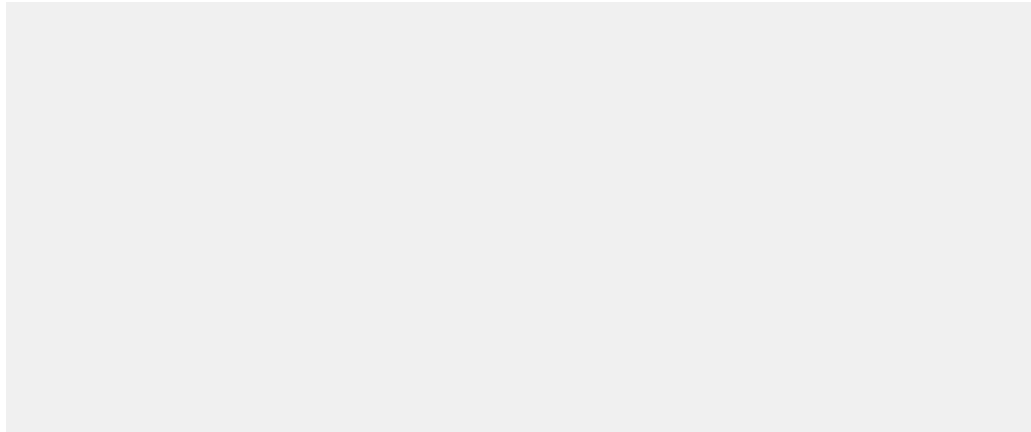




Coral Springs Improvement District

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As the Board of Supervisors start our new term, I want to extend a “thank you” to everyone who supported us in our reelection. I also want to praise those who ran for a seat on the Board. I know each candidate’s intention was to serve and give back to our community. I am aware that many hours of hard work were spent by them to achieve that end. I especially want the thank Ted Mena for his 4 years of dedicated service to the board and landowners of the District.

The Board will continue its work to make sure that CSID is the premier water district in the City and a model for other districts in the State. “Excellence in Service” is what our employees strive to give the residents of CSID. Did you know that our district is the only one in our City and surrounding communities to include the first 3,000 gallons of water and sewer in the monthly base charge. We have also reduced the assessment seen on your yearly tax bill 3 times in the last 4 years. We have been addressing our aging infrastructure without raising the water or sewer rates. We have moved this District into the 21st Century by having digitized our in ground and plant infrastructure. CSID can now monitor water and sewer plant operations (including wells and lift stations and levels of water in our canals) via computer and/or smart phones. We have also changed out residential water meters to assure more accurate readings and archived data history. The hourly data collection of water use allows us to monitor your water consumption through varied reports and possibly spot potential water leaks or improper settings on the irrigation timer in a timely manner. This could serve you better by our ability to notify you of a possible leak or area of concern.

The Board looks forward to your input as some of the most important ideas have come from our residents. I encourage everyone to attend our 4pm meetings held on the 3rd Monday of each month. I hope to see you all there!
Have a good and safe summer.

Dr. Martin Shank
President, Board of Supervisors



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