



Coral Springs Improvement District FEBRUARY 2018 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 sponsor the only Drug Disposal Initiative Program in the County. When you are ready to dispose of any prescription medications, please contact CSID to receive a free medicine disposal pouch. CSID is providing disposal pouches to our residents at No Cost. Residents should contact CSID to receive their free drug disposal system.

This is one way to help keep our water supply free of harmful chemicals and pharmaceutical drugs. It is more of a problem than you might think.

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

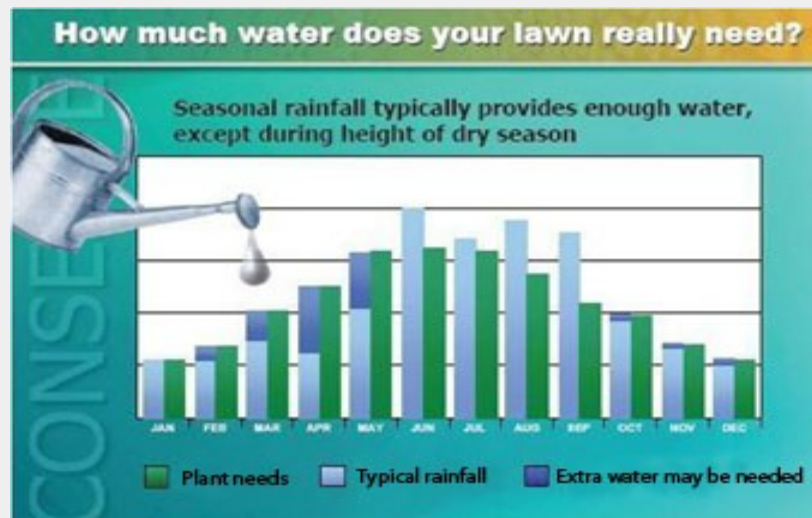
MANDATORY OUTDOOR WATERING CONSERVATION

Water used on our landscapes accounts for 50% of our household water usage. In 2010, the Broward County Board of County Commissioners passed an ordinance adopting year-round irrigation restrictions. It is important for all of us to follow these restrictions in order to conserve our precious water resources, even more so during periods of water shortage.

Water restrictions 2 times a week.

In general, NO watering of lawns and landscapes is allowed on Monday, Tuesday, and Fridays. Residences and businesses with an odd numbered street address may water lawns and landscapes on Wednesdays and/or Saturdays, before 10:00 A.M. or after 4:00 P.M.

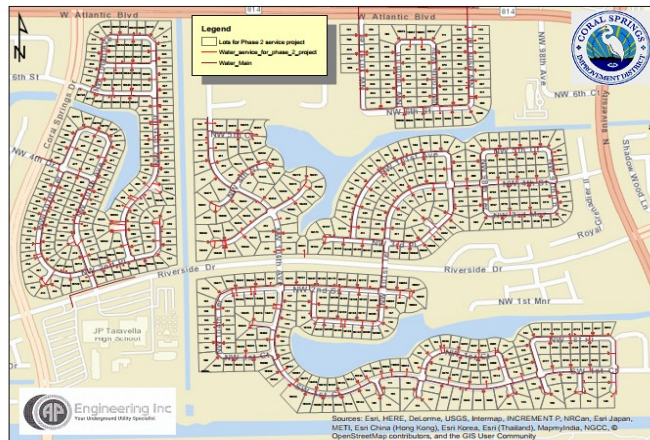
Residences and businesses with an even-numbered street address, no street address, or those who irrigate both even and odd addresses within the same zones, which may include multi-family units and homeowners' associations, may water lawns and landscapes on Thursdays and/or Sundays, **only** before 10:00 A.M. or after 4:00 P.M.



With each new fiscal year, CSID budgets 150 Toilet Rebate credits at \$99 each. CSID allows two rebates per home. We have awarded 50 toilet rebates since 10-1-17. Reserve your rebate today! Please **read the program guidelines on our website, csidfl.org or contact Brian at 954-796-6657 for more information.**



Residential Water Line Replacement Project - Phase 2 is underway !



Phase TWO will target areas in Cypress Glen, Cypress Run South, Oakwood, the Oaks, and the Shadowood sub-divisions. Phase ONE (completed in December 2017) has enabled us to save money on staffing, trucks, road repairs, etc. since we are not being called out as often to fix broken water lines. Phase One and Phase Two will take care of almost 80% of the historical water breaks within our District.

“CALL CSID FIRST” with SEWER BACKUP ISSUES **FREE FREE FREE FREE**

If you experience sewage backup in your home, **you should always call us first.** Using our **“CALL CSID FIRST”** program allows us to evaluate the situation and possibly correct the clog without the need for you to contact a plumber and incur an expense. CSID is equipped to remedy the situation or, at the very least, get your drains flowing again until you are able to contact a plumber. There are times when the obstructions or clogs are the responsibility of CSID. When that happens, CSID will correct the issue. Other times, the clog is not within CSID’s duties and it is the responsibility of the homeowner to fix the issue. In either case, **CSID will come to you and correct the problem** or at least provide a temporary solution for you until you are able to contact a plumber and schedule the service call. Emergency calls and after hour calls can be costly. ***If you call a plumber before CSID and are told the obstruction is on the District’s side of the line, then CSID will not reimburse you for the plumber’s invoice.*** CSID personnel are available 24 hours a day, 7 days a week. Call 954-753-0380 option 1– We are here to serve.



A Message from Dr. Martin Shank, President of Coral Springs Improvement District

I would like to give an update on what is happening at CSID and what our plans mean to the residents of our District.

In February, the canal debris caused by Hurricane Irma was starting to be removed. Unfortunately, CSID needed to get approval for reimbursement of a portion of the costs by FEMA. This is a lengthy process when dealing with water-based debris. Also, the availability of FEMA accredited canal clean-up crews was minimal since those crews were already clearing land-based debris throughout South Florida.

We are also beginning the 2nd phase of our water line replacement program. We have already completed water line replacements at 1,583 lots in portions of Ramblewood North and Cypress Run during Phase 1 of this program. Phase 2 will target areas in Cypress Glen, Cypress Run South, Oakwood, the Oaks, and Shadowood. Completion of phase 1 has resulted in a 50% reduction of water line break calls for the months of December and January. This was a very successful project!

CSID has awarded another contract for the relining of the entire lift station 2 basin in Ramblewood. All main and lateral lines will be lined so the pipes will be as good as new. This is the 3rd such contract in 5 years.

We are also progressing with a 8-12 month program of repairing one of our four wastewater digesters.

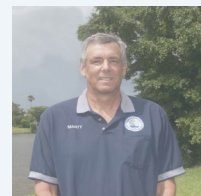
Unfortunately, all of these projects are very necessary and very expensive.

In past years, the District has lowered your yearly drainage assessment 3 times because we had enough money in reserves. Now, with FEMA potentially only reimbursing up to 75% of the \$2.4 million cleanup costs, we will need to replace those funds to be certain we are prepared for future hurricanes. The Board is contemplating an increase in your yearly drainage assessment until our reserves are once again sufficient.

The Board of Supervisors is also contemplating the creation of an infrastructure assessment fund to provide the revenue needed for rehabilitation and replacement of our aging water/sewer systems. The life span of the underground pipes and equipment is 40 years. In some cases, the infrastructure is already past the manufacturer's projected life span. The Board feels that any money raised through an infrastructure assessment fund should only be used to cover the "hard costs" associated with that project. Additional costs will continue to be paid from operating revenues. Most other utilities with similar challenges would primarily consider raising the user fees and water/sewer rates to fund future projects. CSID looks at this challenge differently! Did you know that CSID has not raised the water/sewer rates since the 2012-2013 fiscal year? Because of our commitment to keep your rates low, we are taking steps to continue on that path by making changes to our rules, policies and operational procedures. Some policy changes have been made to the way a credit is calculated when granting pool fill credits. Another change in procedure will increase revenues by imposing a late fee on past-due balances. Staff is also revisiting the current water appliance counts used within commercial properties and adjusting the monthly base charges as needed.

I encourage your feedback and invite you to attend our monthly Board of Supervisor's meetings where you can voice your opinion and offer ideas. The Board is very proud to say that CSID has the lowest water and sewer rates in the City of Coral Springs and I believe the best service for our valued customers.

Sincerely,
Dr. Martin Shank, President



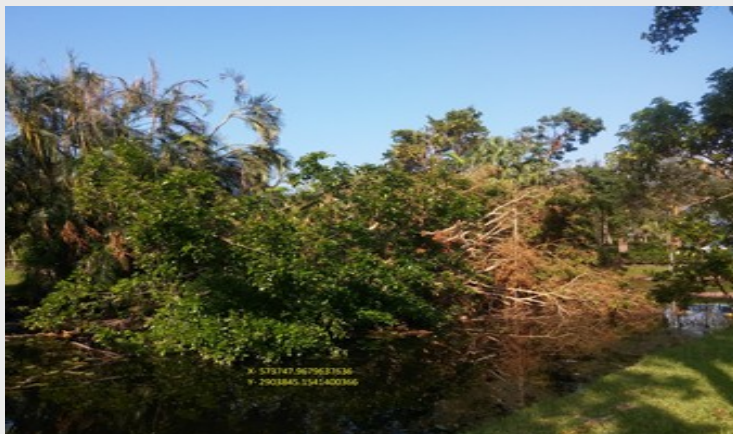
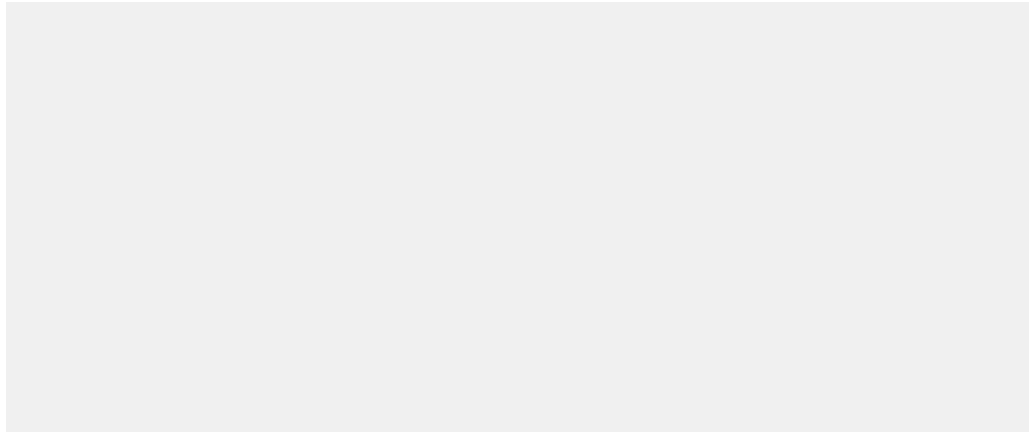


Coral Springs Improvement District

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www.csidfl.org



The picture on the bottom left shows one canal that is barely visible under the fallen trees within it. This is only one of many canals that suffered substantial damage from Hurricane Irma.

Our contractors have started the canal cleaning project and should be completed within 90 days. The picture above right shows a small portion of trees and debris gathered during the canal clean up. Luckily, CSID has free land within our campus on which to store the debris until it can be reduced and hauled away. **Remember, replanting anything on the canal bank is strictly prohibited.**

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