



Coral Springs Improvement District May 2016 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 be spearheading the Drug Disposal Initiative Program for our residents. 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.

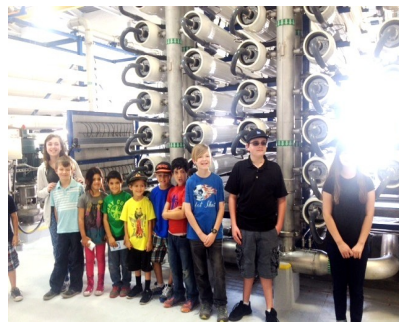
Do your part to help keep our water supply safe.

Contact CSID for a free disposal pouch. Call customer service at: 954-753-0380 or log onto www.csidfl.org/contact

Is there Lead in your Water?

We are happy to report that the homes and businesses within the CSID service area are well below the EPA threshold for lead in drinking water. Each year all municipal water plants in the County are required to test for lead and other components in the water they produce. During our yearly sampling period, CSID sends 60 water sampling test kits to different households within our service area. We then have the water tested by an independent laboratory and send the results to the County Health Department. The list of "sample homes" is provided to us by the County Health Department and usually includes homes that may have the oldest plumbing fixtures. A complete listing of all components in CSID water is listed in our annual Consumer Confidence Report (CCR) which is posted on our website. When small traces of lead do appear in a sample, it is usually the result of a plumbing fixture within the home or business. Please go to csidfl.org/ccr.pdf to view the CCR report.

CSID... Always on the Job



Our Water and Wastewater staff provided another fun and informative tour of our facilities. This time the participants were part of a home-schooled group of parents and students.

The attendees were impressed and very interested when shown the methods of supplying water to over 45,000 residents within our service area as well as how the sewage comes back to our plant for wastewater treatment and deep-well injection. We look forward to providing many more tours. Can we provide a tour for your group?

Contact Robin 954-796-6658 for information.

Toilet Rebates of \$99 per toilet are still available. Two per household please.

Contact Brian at 954-796-6657 to reserve yours. He will be happy to help you.

Get the bathroom upgrade you want and get a rebate too!



We are Proud of our Employees ...especially these guys !



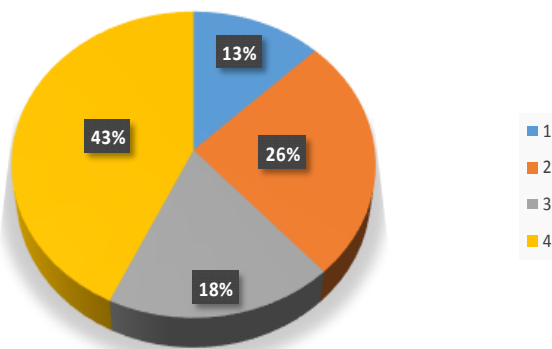
On April 7, 2016, during normal canal cleaning duties, three CSID employees were instrumental in helping an elderly resident out of a potentially terrible situation.

The resident was walking two dogs on leashes near the canal bank when one of the leashes fell from her grasp. While attempting to get the fallen leash, she struggled to keep the other dog from pulling her along the canal bank.

Unfortunately, the dog on the leash she was holding lunged forward, causing her to lose her balance and fall head first onto some rocks at the canal shoreline. Her head was bleeding profusely from multiple lacerations. Two of our employees witnessed this incident and immediately went into action by pulling her up onto the canal bank and applying absorbent towels to her cuts. A third employee called 911 and notified a family member who was in a nearby home. While waiting for emergency services to arrive, our employees retrieved the two dogs and brought them to the family member.

When an internal report was made about this incident, our employees stated that they believe the training provided in First Aid and CPR helped make a difference. Without hesitation, they instinctively knew what to do. CSID conducts yearly classes in First Aid and CPR.

Payment Breakdown



43% of the payments we receive are made by check. CSID promotes three convenient ways to pay electronically.

1. Auto-Debit where your payment reaches us on a predetermined day.
2. Thru the self directed bill pay option at your bank
- 3 via Pay-online at CSID's website.

Last quarter, 44% of the payments came in via check, so we are down another 1% this quarter. Paying electronically eliminates the need for stamps, envelopes, and having to depend on the post office to get your payment to us before penalties are added to your account. Call us today to enroll in any program. 954-753-0380 option 1

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|--------------------------|-----------------------|
| 1. ACH/Debit | Direct from your bank |
| 2. Credit Card | on CSID's website |
| 3. Online payments | thru your bank |
| 4. Checks & Money Orders | |

AUCTION ITEMS CAN BE YOURS !!

CSID WILL AUCTION VARIOUS ITEMS THAT NO LONGER HAVE USE TO THE DISTRICT. SOME ITEMS MAY NEED MINOR REPAIRS. SOME ITEMS MAY HAVE A RESERVE PRICE. The Auction is scheduled for June 2016. Interested parties may view a complete list of available items with bidding rules on our website. Please visit csidfl.org for more information.

SEWER CREDITS FOR YOUR BILLS

Did you know that CSID issues a CREDIT to the sewer portion of your bill when you empty and refill your pool? We know that the water used to fill the pool did not come back to our plant for processing so we allow a credit. Unfortunately, we cannot allow for a credit when the pool is only topped off or partially drained for a repair. We also do not allow for credits to be issued when irrigating from the domestic meter supply, (non-irrigation meter), nor do we allow for credits based on broken sprinkler heads, pressure cleaning, or leaks around the home. Give us a call and we will walk you thru the process of receiving a credit. Call 954-753-0380 opt. 1

The Rainy Season is almost Here!

The picture below illustrates how some street storm drains can get clogged with debris and leaves, causing street flooding. If you notice a street drain in your neighborhood that is



beginning to get clogged, please remove the debris yourself or contact the City Street division at 954-345-2210 however, **the cleaning of storm**

drains may not be a City duty if you happen to live within a Homeowners Association. Please contact your HOA for information.

CSID is responsible for managing the rain water levels in our canals. We are proud that we have not had any flooding in 40 years.

Hurricane season is June 1st - Nov 30

Some of our yearly hurricane disaster planning includes department meetings, updated hurricane manuals for each department, preventive maintenance on portable generators, and test runs of canal pump stations. Now is also a good time to start making your own list of items you will need for 3-5 days if South Florida becomes a potential hurricane target.

Batteries, drinking water, canned food, manual can opener, NOAA weather radio, plastic and paper dishware along with throw-away eating utensils, CASH, first aid kit, trash bags, cleaning supplies, chlorine bleach, tarp, matches, mosquito repellent, toys, books, games, extra clothing, pet care supplies, extra prescription medicine, battery operated alarm clock, flash lights, rope, nails and hammers, duct tape, extension cords, pillows, blankets, sleeping bags, water jugs, full gasoline containers, full propane tanks, toiletries, gallon jugs of water for use in toilets.



The items listed above represent a small list of items that may be

necessary or items that may make the ordeal go more smoothly if South Florida is in the eye of the storm.

Remember, it is never too early to start your preparations.

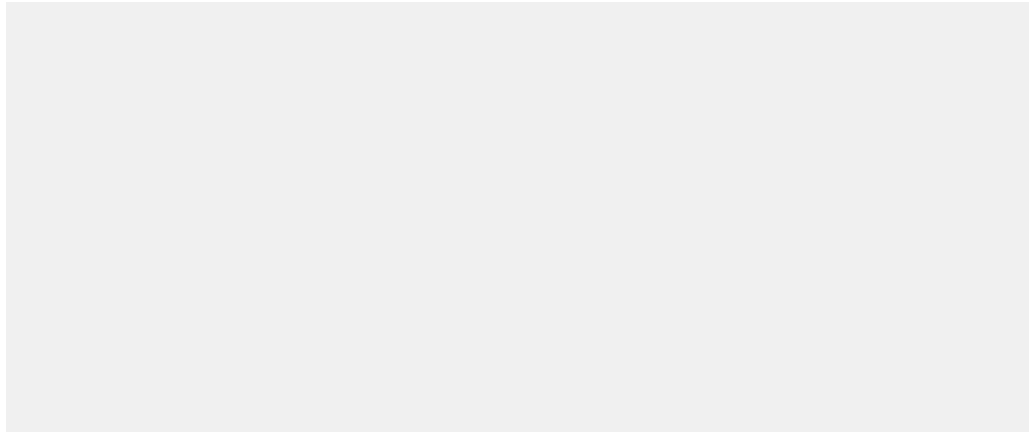
More information can be found by visiting: <http://www.nhc.noaa.gov/>



Coral Springs Improvement District

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We would like your Feedback

There have been articles in local newspapers that have some people quoted as saying that the City should be in charge of the many Special Districts within the City borders, including CSID. I do not agree with that point of view and here are some reasons why. Your CSID basic water/sewer bill is the lowest of any of the four water providers in the City. CSID's water plant is "state of the art" while the other water plants within the City limits are still using lime softening, the same method as when the water system was built 30+ years ago. CSID has spent over \$2.2 million dollars relining our sewer system during the last 3 years - paid for from cost savings and not from an additional tax levied on residents. Unlike the other utilities in the City, CSID processes the wastewater we collect from our residents. We have the ability to manage our "process" costs whereas all other wastewater providers in the City send their sewage to the County for processing and must pay an amount mandated by their contract.

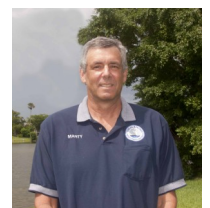
An article in the Sun Sentinel reported that the politicians in Ft. Lauderdale used money that was originally set aside for infrastructure repairs as a piggy-bank for other projects. Politicians don't always make the correct decisions especially when there are competing projects and constituents to answer to. This has never been an issue in CSID. Your Board of Supervisors are residents of the District and make decisions with the residents' best interests in mind. We are proud that our fiscally responsible direction insures that funds which are set aside for infrastructure are spent on infrastructure only.

The Board has already implemented a lot of value added programs...all at no cost to the residents we serve, yet we are not a group that rests on our past accomplishments. That is why we solicit your feedback.

Please send your comments to us via our website at csidfl.org/contact

We look forward to hearing your ideas so we stay the best water district in the County.

Dr. Martin Shank, President



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