



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.

You can link to our videos from our website: csidfl.org

The monthly Board of Supervisors meeting is held on the 3rd Monday of each month. We would enjoy your participation.

Coral Springs Improvement District September 2014 Newsletter

WHERE DID THE TIME GO?

IT IS HARD TO BELIEVE THAT ANOTHER FISCAL YEAR WILL BE BEHIND US AT THE END OF SEPTEMBER. WE ARE PLEASED TO ANNOUNCE THAT WE HAVE EMBARKED ON MANY NEW INITIATIVES THAT WILL UNDERSCORE OUR COMMITMENT TO PROVIDE BETTER SERVICES, QUICKER RESPONSES, MORE EFFICIENT TREATMENT PROCESSES, AND TIGHTER CONTROLS.

WE HAVE ALSO MANAGED TO REDUCE EACH HOMEOWNERS ASSESSMENTS AGAIN THIS YEAR. AFTER 3 CONSECUTIVE YEARS OF REDUCTIONS, EACH HOMEOWNERS ASSESSMENT (APPEARING ON YOUR YEARLY TAX BILL) HAS BEEN LOWERED BY 18.7 %. WE WERE ABLE TO ACCOMPLISH THIS THROUGH TIGHTER BUDGETS, TIMELY BIDDING AND NEW APPROACHES TO PROJECT MANAGEMENT.

HERE'S LOOKING AHEAD TO OUR SUCCESS IN THE NEXT FISCAL YEAR.

Dr. Martin Shank-President



Ted Mena-Vice President



Duane Holland-Secretary



Out of approximately 9,100 bills generated each month, here is an analysis of how payments are made:

Credit Cards- Visa, Master Card, Discover, e-Check on our web or Pay-by-Phone	2073	22.8%
ACH Debit "AUTO-DRAFT"	1331	14.6%
Check-Free - Payments made through your bank online	2058	22.6%
United States Postal System	3640	40.0%

60% of our residents choose to pay their utility bill electronically and not "hassle" with the Postal System and stamps. In January 2013 the percentage was only 46% . Thru our **e-Bill** program, many residents are receiving their monthly bill thru email. Have you enrolled yet? Do it today! CSIDFL.ORG or 954-753-0380 #1

Reserve Your Toilet Rebate Starting Oct. 1st

Once again, CSID has budgeted 150 toilet rebates at \$99 per toilet. Starting October 1, you can reserve your rebate and then take up to 60 days to install the toilets and redeem your \$99 credit. All rebates are applied to your monthly utility bill.

This rebate program started two years ago and has been a great success. Residents that took advantage of this program found it very easy to apply, reserve, and receive their rebate. They followed the instructions on the first page of our rebate program information. See our website at csidfl.org for more information.

As you can see, many original equipment or existing toilets in homes currently use about 74.4 % more water with every flush than the new High-Efficiency Toilets on the market.

One flush can save 3.72 gallons on average. In addition to helping save water, you may also see a decrease in your monthly water consumption which will save money. See our web page at csidfl.org for rules and application.

PRE-1980s TOILET



HIGH-EFFICIENCY TOILET TODAY



The Rainy Season and Water Line Leaks

CSID responds to calls regarding water breaks within our service area. These breaks are sometimes caused by a shift in the ground when it is saturated from rain, growing tree root damage, or vehicles driving over loose or saturated ground soil. Other times water line breaks are caused by contractors doing work near our water lines.

Some breaks occur on main water lines that serve whole streets or whole sections of a neighborhood while other breaks occur on the supply line between the water main and the meter. In an effort to control overtime costs, prioritize multiple repairs, utilize our personnel efficiently and curtail multiple phone calls from concerned residents, the CSID field services crew has been evaluating different methods of getting leaks fixed, notifying area residents, and having the sod or roadway repaired in as timely a manner as possible.

In the 5 months between April and August 2014, the District has repaired 151 water breaks. Over 90% of those leaks were at or near the meter box, did not require extensive remedial road repairs, and did not affect water service to any homeowner or business.

Now that we are near the end of South Florida's rainy season it is time for us to evaluate our water break repair strengths and identify areas where we might improve. To that end, here are some ideas we are either currently performing or considering:

All water breaks will be investigated immediately and repaired or scheduled for repair depending on the severity of the leak, time, day, and location.

An ORANGE barrier will be placed containing a note stating "NON EMERGENCY WATER BREAK" at each water break. When this sign is present, all concerned resident's will know that our personnel are aware of the break and have scheduled the repair.

Purchase a rolling street cutting saw that will allow us to do much of the prep work needed before new asphalt can be applied to any road damage caused when repairing the water break.

Acquire a dump trailer to haul asphalt, sod or rock bedding material to the neighborhoods that need these repairs. If we continue to utilize a 3rd party contractor to apply the asphalt repair patch, then the prep work will have been performed before his arrival and the repair should be finished quickly.

Research the cost of purchasing of our own Tamping-Compactor device so that CSID employees could repair the damaged road area and apply the asphalt patch.

Purchase a boring machine to reduce street excavation and limit street repairs.

Insert additional isolation valves to keep the area affected as small as possible.

We will keep you updated on the progress of these initiatives.



- CSID is Going the Extra Mile - Emergency Services - Video Camera Services -

CSID was the first local water / sewer district to adopt a policy that asked the resident to **CALL CSID FIRST** when experiencing a sewer obstruction that is causing a sewer backup in your home.



Here's is why you should **CALL CSID FIRST** and how it could save you money....

When we arrive at your property (usually within 90 minutes of receiving the call) we will locate the clean out drain pipe. (This is the white pipe with a white cap that is on the lawn on your property.) If this "clean-out" pipe has been buried over the years then we cannot perform our duties. Please make certain that the pipe is exposed. You will want to do this NOW rather than when the sewer system is backing up into your home.

Next our Pressure Jet Washer will be used to flush away any material that is clogging the sewer drain. If need be, our sewer line camera may be used at this time to help identify sewer line breaks or intrusion of any tree roots along the sewer drain that would cause additional clogs in the near future.

In an effort to identify the location of any obstruction, these tasks above will be **"performed free of charge"**. If the obstruction is found to be on the District side of the wye, then we will rid the pipe of the obstruction. If the obstruction is on the homeowner's side of the wye, then at the very least, we will have "bought time" so you would not have to contact a plumber when "after-hours pricing" is in effect.

Professional Plumbing Contractors are hard working members of our community. CSID does not employ plumbers but we are committed to trying to help out when there are questions regarding an obstructed sewer pipe and who is ultimately responsible for the flow through it.

The District does not reimburse homeowners for plumbing repairs bills. Think of it this way....

If you have a light switch that doesn't work you don't call FP & L, you contact an electrician. But if your entire home was out of power you would contact FP & L. The same logic holds true for your sewer system.

If you have one clogged drain in your home but the other drains run freely, you might consider contacting a plumber but

If all of the drains in your home empty slowly, or if you get sewer back-up in a bath tub or shower, you should contact CSID first before contacting a plumber. Residents who have called CSID were extremely happy with this "free of charge" service.



After completing over three years as President of the Board of Supervisors of CSID I want to take this opportunity to tell you what the Board members and our dedicated employees have achieved during that time period.

For the third straight year we have decreased your assessments on your property tax bill, resulting in a total reduction of almost 19% in your Ad Valorem taxes that you pay to CSID. We are the only District in the County that has done this for their landowners in recent years. In addition to this decrease in your tax, we are about to sign a \$1.2 million contract to repair some areas where erosion exists on canal banks. This is in direct response to the issues our landowners are facing and problems they are experiencing.

We have been producing water from our R/O (Reverse Osmosis) plant for about one year. The water quality has been tested and compares to the bottled water for which you pay over \$1 a bottle at the grocer.

We have relined a portion of our sewer system to start the process of maintaining and replacing our 35 year old infrastructure. The relining cost about \$1 million dollars. Conservative calculations show that we can expect to see a (ROI) "return on investment" in about 60 months or sooner. More optimistic calculations place the return on investment in 36 months. We will keep you posted on what the (ROI) turns out to be.

We have replaced over 80% of the 30 year old residential water meters with new meters that can be read electronically by just driving past your home. This allows one employee to read the entire District in two days instead of having two employees manually hand read during the month. The new meters enable us to spot water leaks faster and save you money due to possible water leaks in your home.

Our employees have consistently looked for ways to streamline our procedures without any loss of efficiency. A number of their suggestions have already been implemented saving our district money. We have been able to retire our 2002 bonds leaving only the 2007 issue. This will enable us the flexibility to continue to improve our aging infrastructure without increasing any taxes or fees.

We continue to offer rebates for High-Efficiency Toilet (low flow) replacements that allow you to conserve water and save money on your monthly utility bill.

Please know that, as employees and members of the Board at CSID, we will continue to work hard in order to provide you with the service that you expect and deserve.

Good Job CSID TEAM! SERVING OUR CUSTOMERS IS WHY WE ARE HERE!



CSID is Offering Informative and Educational Tours to Any Group or School

Participants should be 8 years or older. We provide guided tours to groups of 5-25 in our State-of-the-Art Reverse Osmosis Water Treatment Plant, (one of only 25 in the Tri-County area) or our Wastewater Treatment Plant.

In the Water Plant, tour participants will receive an overall view of the source of the water they use as well as the disinfection process and the transmission of water to our customers.

The Wastewater Tour incorporates instruction on how the wastewater arrives at our treatment plant and all of the biological processes that take place before the wastewater gets to a more purified state and disposed of through a deep injection well.

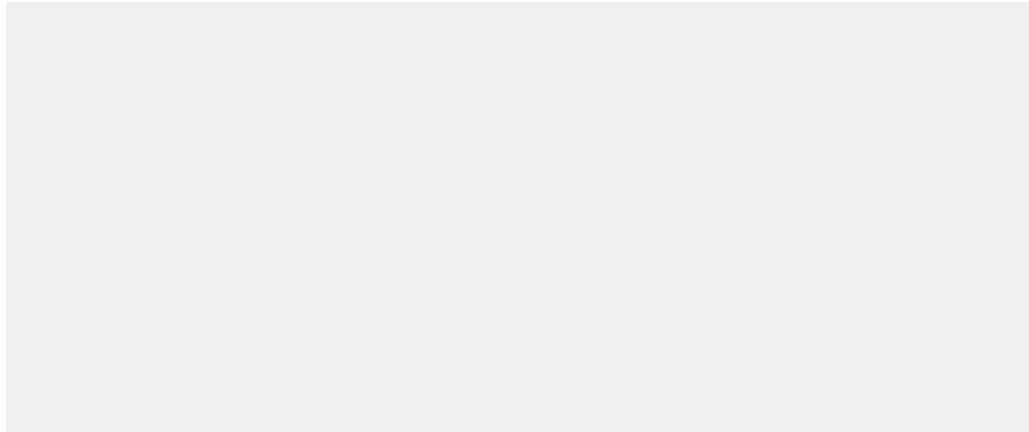
Contact Robin D. at 954-796-6658 to schedule your group's tour. We are looking forward to seeing your group.



Coral Springs Improvement District

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Reduce - Reuse - Recycle

CSID is committed to reducing the amount of paper and printer toner we use in our operation. A quick review of invoices indicates that CSID's paper purchases are about 60% less than they were two years ago. This was accomplished by the use of scanners and software programs that convert electronic reports to .pdf documents for storage as mandated by State statutes.



Recycling is not that hard. Here are some EPA statistics you may find interesting. In 2005 there were:

544,000 Trees saved if every household in the United States replaced just one roll of virgin fiber paper towels (70 sheets) with 100 percent recycled ones.

20 million Tons of electronic waste is thrown away each year. One ton of scrap from discarded computers contains more gold than can be produced from 17 tons of gold ore.

9 cubic yards is the amount of landfill space saved by recycling one ton of cardboard.

\$160 billion is the value of the global recycling industry that employs over 1.5 million people.

79 million tons is the amount of waste material diverted away from disposal in 2005 through recycling and composting.

5 % is the fraction of the energy it takes to recycle aluminum versus mining and refining new aluminum.

694 lbs is the amount of carbon dioxide not released into the atmosphere each time a metric ton of glass is used to create new glass products.

98 % is the percentage of glass bottles in Denmark that are refillable. 98 % of those are returned by consumers for reuse.

51.5 % is the percentage of the paper consumed in the U.S. that was recovered for recycling in 2005.

Sources: [EPA](#), [Earth 911: Aluminum Recycling](#), [Wikipedia: Glass Recycling entry](#)

The Board of Supervisors monthly meeting is held every 3rd Monday at 4:00pm