



Coral Springs Improvement District August 2013 NEWSLETTER

Visit us on the web
www.csidl.org

CODE RED Registration

Get notified directly from the City of crucial information, weather advisories, missing children/adults, criminal activity, & homeland security issues. Code Red can deliver 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.
CoralSprings.org/codered

Here's another way to get some of your questions answered or to just get more insight into CSID and our daily operations.

JOIN US ON



See videos covering:
Frequently asked Questions
The canal system in CSID
How to calculate a Water Bill
Field Services Functions

We currently have four videos on our YouTube channel but we're producing more.

This in-house residential outreach project challenged personnel from various CSID departments to participate and work together to make informative videos that show day to day activities in different departments.

We have some really talented employees working here.
Let us know about your ideas for any future videos you would like to see.
You can link to our videos from our website at:
csidl.org

Sewer Back-ups Can be a REAL MESS !

What should you do if you experience a sewer backup in your home?

CALL C.S.I.D. FIRST before calling a plumber.

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.



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 954-753-0380 after hours press 1

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.



Customer Responsibility

CSID Responsibility

***** Meter Replacement Trial is Under Way in CSID *****

Residents who have billing account numbers starting with 230 or 250 (some customers in the Cypress Run area) are currently being billed using meter readings taken from newly replaced meters and electronic registers. During this pilot program, CSID will gather data from the new meters and evaluate the meters over the next 60+ days.

The new electronic registers will not require meter reading personnel to physically visit your meter on a monthly basis in order to obtain the meter reading on your meter. Instead, the electronic radio register will transmit the identification number and meter reading to our CSID vehicle as we drive down the street. We are very excited to be able to incorporate today's technologies which will result in improved meter reading accuracy, more efficient meter reading collection, and up to 90 days of historical information stored in the meter itself. The historical information will allow CSID to develop a report that shows when, throughout the day, water passed through the meter...in a sense showing when a leak might have started. That information will allow us to print a usage graph and notify the homeowner with this information.

Our preliminary tests show that we are receiving meter readings from 1/4 mile away. We are excited about this new project and we will keep you informed of our progress.



Prevent Street Flooding**The Rainy Season is upon us.**

The City of Coral Springs regularly schedules storm grate cleaning for areas within their control. Other area storm grates are usually the responsibility of a home-owners association or the commercial property manager. If you notice debris starting to build up on a storm grate, please contact the responsible party or remove the debris on your own. Take action now before streets begin to flood.



Do you live in an area with a home-owners association? Do you know how to reach the management company of the HOA if your street should begin to flood?

If you do not live in a community that has an HOA, then your street grates may have already been cleaned or are scheduled to be addressed.

To contact the City:
954-345-2210

To contact CSID:
954-796-66396

Toilet Rebate Program begins Oct. 2013**The New Toilet Rebate Program starts again in October but early registration is available.**

Last year's toilet rebate program was well received by the CSID residents who participated in the program and replaced their existing toilets with a low-flow toilet. Each participant received a credit of \$99 per toilet on their utility bill. We are happy to announce that CSID residents can pre-register for one or two of the available FY 2013/2014 toilet rebates. This early registration will allow residents to start a remodeling project in



their home and still qualify to receive the \$99 rebate. The important thing to remember is that your credit will not be processed until your October utility bill is processed and mailed. We will keep track of the credit for you. **YOU MUST ABIDE BY ALL OF THE CSID RULES THAT APPLY TO THIS PROGRAM.** This is not a County program.

Starting in September, you will find the program rules on our website at csidfl.org

School is back in session! Sign up for Water or Wastewater Plant tours!

Reserve a time for a school class tour and learn how water is treated and sent to homes or how wastewater is treated and disposed of in our deep wells.

Contact Robin at 954-796-6658 to schedule!

Hurricane Season 2013**Every home should have the following items on hand for hurricane season. Here's what you need for a 3-5 day disaster:**

drinking water, battery operated NOAA weather radio, canned food, manual can opener, bleach, plastic or paper dishware and eating utensils, first aid kit, trash bags, cleaning supplies, CASH, tarp, matches, mosquito repellent, toys, books games, pet care supplies, extra clothing, extra batteries, extra prescription medicine, portable alarm clock, flash lights, rope, hammer and nails, duct tape, extension cords, pillows, blankets, sleeping bags, water jugs, vehicle fuel tanks filled up, and toiletries.

**Power tools may be useless for many days after a storm. Here's what you need:**

hand saw, vice grip, push broom, shovel, work gloves, screw drivers, claw hammer, utility knife, gasoline powered chain-saw. ***Are you missing anything? Now is the time to take inventory.***

AUGUST 2013 SNAKEHEAD FISH ROUNDUP UPDATE

Once again, the CSID Snakehead Fish Hunters have spent time in our canal system. During the 3rd week of July, these invited snakehead hunters caught over 40 snakehead fish. One positive outcome to this snakehead program is the increase of large mouth bass that are routinely seen.

The picture below shows one of the wranglers with a 4 pound large-mouth bass, which he held up for a picture just before releasing it back into Lake Coral Springs.

See our website for a YouTube link showing snakehead being caught in our Coral Springs Canals. It is very informative!





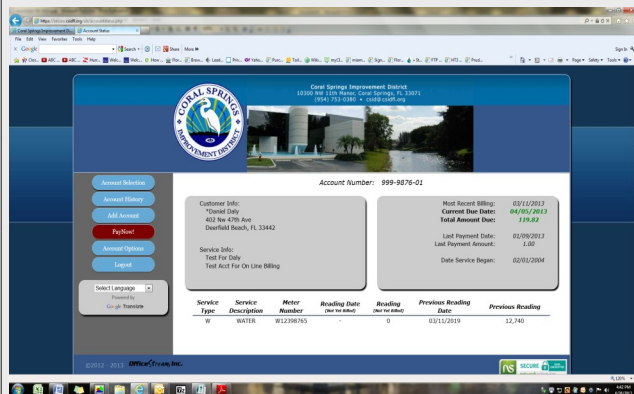
All smart phones have an application that can scan QR codes. Scan this code to pay your bill via your smart phone.

For pay-by-phone dial: 866-288-8120.

Did you know that CSID offers ONLINE BILLING? 182 customers are already signed up for email bill notification.

In our continuing effort to “Go Paperless” CSID has installed a module that allows you to receive an email message from us when your bill is ready to be viewed and/or paid online. If you are interested, please log on to our website, csidfl.org and choose “Online Bill Payments” from the menu on the left. Once you are logged in to your account, simply choose “ACCOUNT OPTIONS” to enroll.

Our new Payment Portal is a success. Not only is our system more secure but residents tell us they are particularly happy to have the option to use pay-by-phone when choosing not to write a check for their monthly utility bill. Even though this feature is relatively new 399 customers have taken advantage of the pay-by-phone option in the months of June and July.



During that same period, the District received almost 2,600 credit card payments initiated through our website or phone.

We also received another 3,349 payments from residents who used the bill-pay option offered by their bank and still another 1,819 residents that enrolled in our Auto-Draft program where the customer doesn't have to initiate payment because it is “Drafted” from their account on a specified date. Out of approximately 9,500 bills generated each month, almost 3,900 customers are choosing to pay their bill electronically. Please see our website if you would like to enroll in Auto-Draft. Simply go to csidfl.org and click On-Line Payments from the menu.

CSID is continuing to improve our web-site payment interface.

Now, residents who pay electronically can setup their own dashboard and make decisions in advance about when the payment will be sent to us. We have had many requests for a recurring payment option and we are now able to say it is available. Recurring payments will allow you to automatically pay your bill on a date that you choose each month...making it easier for you to budget.

The customer dashboard also includes options to make a quick payment or schedule a payment for a future time. See our website for the link and then save the link to your favorites or type this URL into your browser for immediate account setup and access.

<https://ipn.paymentus.com/epd/stde/csid>

***** How important is it to locate your SEWER CLEAN OUT ? *****

We received a customer's letter in June and we wanted to share this with you.

“Dear Sir, I wanted to take a few minutes to praise one of your employees, David B. David came to my home to attempt to locate our sewer clean out, which a previous homeowner had buried. Although David was unable to find the clean out, he spent more than an hour in the heat and rain, digging and prodding and moving bricks...attempting to locate the clean out pipe. I have rarely been treated to such wonderful customer service. Please extend our gratitude to David B.”



Well, we did single out Dave and we acknowledged his extra efforts. We are proud to have an employee like Dave. **The real take-away from this customer's letter is that the letter highlights how important it is that homeowners know where the sewer clean out is located on their property.** The District prides itself on helping the homeowner when a sewer backup occurs, but our real mission is to unclog the line by using our sewer jet and camera system to identify the problem and get it fixed. We cannot do this if we can't 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.

Waste Pro is coming to Coral Springs

On January 1, 2014 Waste Pro will be the exclusive service provider for all residential homes and businesses in Coral Springs. With the new automation and cart program, Waste Pro will provide an easier method for your trash and recycling collection.

Waste Pro serves the solid waste removal and recycling needs of over 1.8 million residential customers in more than one hundred and fifty towns and municipalities all over the Southeast. Waste Pro is proud to say it is as green as it gets - from our collection vehicles to our facilities and our recycling processing plants. We are looking forward to serving the Coral Springs Community.


CORAL SPRINGS
— EVERYTHING UNDER THE SUN —



954-344-1165
www.wasteprousa.com

WELL REHABILITATION PROGRAM

During the planning stages of the City and of our Improvement District, our facility was intentionally located in the center of our service area which resulted in better efficiencies by having the water and wastewater service pipes travel equidistance from our facility to the end user. Our water plant receives its water from the Biscayne Aquifer through eleven wells located near our facility. These wells are approximately 120 to 140 feet deep. CSID has three wells onsite, four wells in the Cypress Park, two wells near Atlantic Blvd. and two wells on Coral Springs Drive near Ramblewood Drive. Each well is controlled by a SCADA computerized program, a method of monitoring and controlling the well via radio signals.

The wells are purposely spread out near the water plant in case a particular well indicates water quality issues. In those circumstance the well can be shut down until remediation and multiple tests show the well is safe to put back into service. Issues with a well are rare but can happen due to ground contamination seepage of petroleum based products, dry cleaning type chemicals, salt water intrusion, and poor fertilizer applications.

Our wells are monitored by the CSID staff and the County Health Department. There are many regulations handed down from the Federal, State, and County agencies. To insure compliance with regulatory agency reporting requirements, CSID performs over 1,000 separate water quality tests each month.

We have already spent over \$78,000 on water quality tests during the first ten months of this fiscal year.

Our engineers and staff have already started the necessary work toward evaluating other wells so we can move forward with the redevelopment of an additional four wells in the next fiscal year. We have recently purchased new pumps for some of our wells and we anticipate greater flow from each well once they are installed.



Here, is a picture of a rehabilitated well that was just competed in July. The scope of the project included evaluating the current well condition, redesigning the exposed piping to meet County requirements, increasing the flow capacity of the well to approximately 250 gallons per minute over the existing flow capacity, and other items. To close out the project we installed high-grade security fencing and new landscaping.

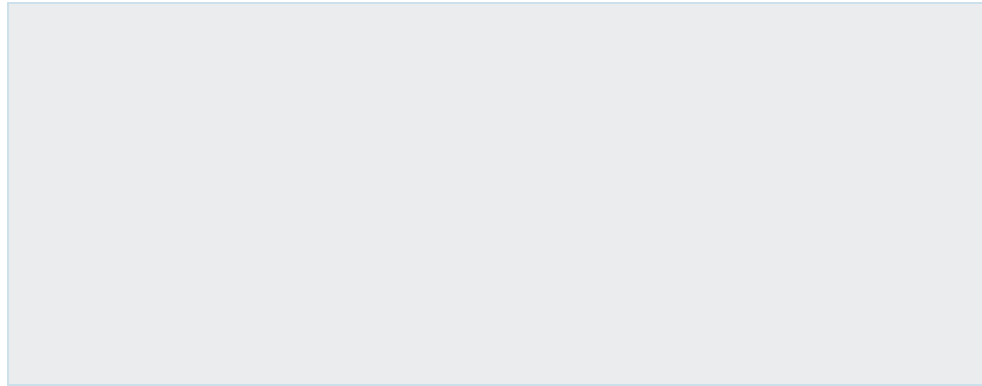


Coral Springs Improvement District

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www.csidfl.org

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CSID HAS REDUCED THE DRAINAGE ASSESSMENT BY 5.6% FOR FY 2014

A Message from the President



Just the Facts!

During this hot and steamy time of the year, I wanted to tell you about some facts you might be surprised to know. Our hard working employees are out in the field and at the treatment plants making sure that the residents and businesses of Coral Springs Improvement District have all the services that keep their households and businesses running.

Fact #1. CSID produces more than 110 million gallons of drinking water each month

Fact #2. CSID processes more than 145 million gallons of wastewater every month. To give you an idea of how much fluid that is, it would take over 220 Olympic sized swimming pools to hold that amount of wastewater.

Fact #3. We have more than 20 miles of canals that must be kept clear of debris to prevent the flooding of homes and streets.

Fact #4. There are over 120 miles of underground pipes that must be maintained to be able to bring you fresh water and remove wastewater.

Fact #5. There are 11 wells distributed around the District where water is withdrawn from the Biscayne Aquifer. This water is processed and treated to meet or exceed all health department requirements. The depth of the wells are from 120 to 140 feet. Any chemicals or materials poured onto our lawns or into our canals will make its way into the well water within 180 days. Please do not put hazardous chemicals in our canals or sewers because it could enter our drinking water sooner than you might imagine.

Fact #6 The Board of Supervisors has lowered your drainage assessment on your property tax bill for the past two years.



We have been busy moving CSID into the 21st Century by computerizing and digitally monitoring our operations so our employees can spot problems before our operations are affected. I am very proud of our employees and thank them for their dedication in providing the best utility services in the County.

Sincerely,
Dr. Martin Shank, President

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