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www.csidfl.org

CODE RED

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 videos covering:
Frequently Asked Questions
The Canal System in CSID
Calculating a Water Bill
Field Services Functions
Processing Wastewater

We have added another new video to our YouTube Channel. This new video shows how CSID collects the wastewater from homes and businesses and how we are capable of processing over 8 million gallons of raw sewage each day. Our typical inflow is only 5 million gallons per day so we are prepared to hold and process excess inflow during periods of heavy storms and bad weather. Please log on for an informative look at our process.

All videos are produced in-house utilizing the talents of our staff.

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

Happy Holidays from Coral Springs Improvement District November 2013 NEWSLETTER

NEW ORDINANCE WILL ALLOW PERMITTED FENCES ON MOST CANAL BANKS IN CSID

A recent ordinance now allows homeowners who are adjacent to a canal bank in CSID, to erect a fence on the District property!

Naturally, there are certain criteria that need to be met and there are new guidelines that apply...but residents who would benefit from the new rules will be very happy. The ordinance only applies to fences and not any other structures.



Our Board of Supervisors has worked with City officials for the past twenty three months in an effort to mold and formulate this new policy. **Board Vice President, Ted Mena** stated, *"The Board of Supervisors has reviewed each residential fence request with an open mind and an eye toward common sense. We are glad that we were able to craft a new policy that will enhance the lives of many of our residents."*



Interested residents may contact Randy Frederick in our drainage division 954-796-6669.

A link to the City's fence requirements and new ordinance is listed on our website. csidfl.org

CANAL BANK EVALUATION IN PROCESS

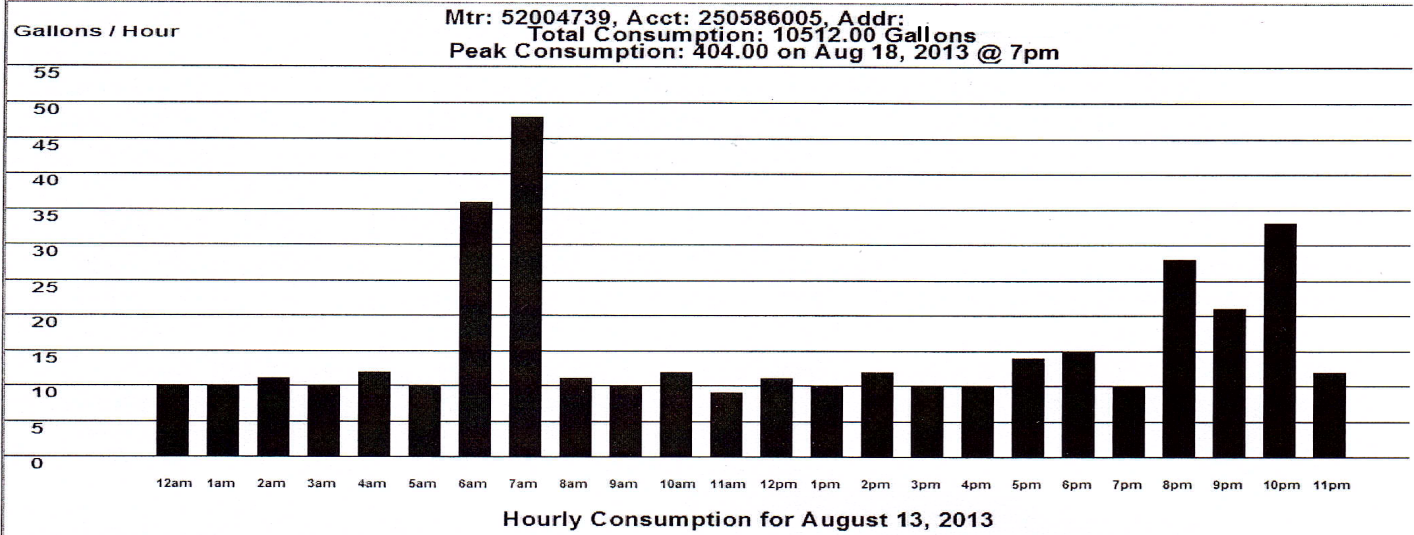
CSID has embarked on a canal bank evaluation project wherein licensed survey and diving crews have started gathering data about the condition of certain areas of canal banks within the District.

The purpose of the survey and inspection is to establish current canal bank conditions and determine the long term viability of the drainage system. We will keep you informed of the canal bank condition and any repairs being made. Further information is available by contacting Randy Frederick at 954-796-6669.

Seeing is Believing

The graph below shows the hour-by-hour water consumption at a residence for one day. For most of us it makes perfect sense to see a few gallons registering through the water meter during our middle-of-the-night bathroom runs. What is alarming in the example below is that the meter at this residence showed continuous water flow through the meter every hour of the day. Our new meters are capable of storing hourly data for up to 120 days. This tool will be of great value in helping residents pinpoint extra usage.

The graph helps identify possible causes for the extra consumption that registered through the meter. We usually find that the culprit is a leaking toilet, faucet, or spigot. Once repaired, the monthly consumption will return to normal. In the mean time, turn off the supply line to the toilet, sink, or spigot until the repair is made.



Speaking of leaking toilets....**Did you know that the District provides toilet test kits** to any CSID resident who requests some? Leaks cost money! One way to tell if your toilet's internal stopper is holding or not is to drop a dye strip into your toilet tank, then walk away for an hour or so. If your toilet stopper is not holding, the water in the toilet bowl will turn color (only use when not using any "blue bowl" cleaning products.) Even if you aren't handy you still can drop a dye strip into the back of the toilet. If you see that the water in the bowl changes color then you will need to repair the inner workings of the tank. **This is one more way CSID is helping you save money on your monthly utility bill.** Go to csidfl.org and click "Contact Us" on the menu to request dye strips or call our customer service personnel at 954-753-0380.

Beginning December 2nd, meter installation crews will start changing the old meters with state-of-the-art electronic meters in some areas of CSID. The meter change schedule will be starting in the general areas of the Glen Walk, Eagle Point, and Cypress Run subdivisions. The entire meter change-out project is expected to be completed in one year.

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 120 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 (seen above) and notify the homeowner.

Once the meter is changed, CSID will be closing the holes in the meter box lids so bees and other insects won't be able to build their nests or hives inside the meter box. As mentioned before, since the readings are electronic, CSID personnel may not need to visit the meter and meter box for many years.



\$99 Toilet Credits are Going Fast ! Have you reserved yours?

The first quarter of our High Energy Toilet Rebate program has already seen the reservation of 65 toilet rebates! We are very happy to provide this in-house program to residents who decide to upgrade this appliance. This is a self-funded rebate program.



Last year, 110 toilet rebates were granted to CSID residents and this year the program is proving to be even more popular. To apply for your rebate, visit our website (csidfl.org) to read the program rules and obtain the necessary forms. CSID has reserved 150 toilet rebates for the current fiscal year. This is a great program for those ready to upgrade their bathrooms. **May we reserve one or two for you?**

We receive a lot of letters each month for a variety of reasons and even though each matter is eventually closed, we appreciate your comments about whether we met your expectations or not. With that in mind, CSID has created a feedback comment card to help measure your expectation against our service execution.

Look for one to be given to you or left at your property when we visit your residence and perform repair duties. Of course, you can always leave your comments on our website. Just log onto csidfl.org and click "Contact" on the address bar at the left.



We are once again taking down a wastewater treatment plant for refurbishing. Among the items on the list for repair are the specialized interior coatings, the web of air diffusers, and a complete inspection of all

mechanical components. We expect to have this plant back online in January 2014. We have been cleaning and refurbishing one of our four plants each fiscal year. "By keeping the interior workings and coatings in good shape, we can extend the life expectancy of each wastewater treatment plant by many years," said Chief Operator, David McIntosh.

Would your group like to see how we process wastewater? We would be glad to arrange an educational tour for your group or class. Please contact Robin at 954-796-6658 to schedule a tour.

***** CSID STAFF CERTIFIED IN CPR *****



Board Secretary, Duane Holland

CSID STAFF RECEIVES C P R TRAINING

As a part of our [CSID Employee Readiness Plan](#), our staff was trained in CPR protocols by certified instructors from the City of Coral Springs.

Board Secretary, Duane Holland stated, "We want all of our employees, *especially our field crews*, to be able to assist anyone that needs help. Since our field crew duties require them to be out in the neighborhoods of the residents we serve, they should be trained to assist any citizen in need. Minutes can make the difference in the outcome when someone is in need of help and we are happy to be able to provide this training for our staff."





Coral Springs Improvement District

10300 N.W. 11th Manor
Coral Springs, Florida 33071

Phone: 954-753-0380 ▪ Fax: 954-753-8784 ▪
www.csidfl.org



A Message from the Board President



HOW DOES OUR WATER COMPARE?

A lot of friends have asked me how the District's water compares to bottled water or other processed water? While I think our water tastes great, I did not actually know the answer to that question. I asked our water experts to analyze our water and compare it to some common bottled and processed water.

Interestingly, people who drink bottled water pay more for water per gallon than they pay for gasoline in their car. According to the International Bottled Water Association, Americans average use is 167 bottles of water per person every year. That accounts for 15 billion dollars spent on bottled water every year. If the average cost of tap water were the same price as the cheapest bottled water you would be paying \$9000 /month in water bills.

We compared our CSID water to Zephyrhills, CVS, Publix bottled water, and Brita filtered water from the City of Margate. The attached table shows just a few of the sample criteria we compared for some of the water we compared.

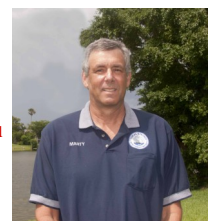
The complete test results and targeted minimum / maximum levels can be viewed on our website at csidfl.org.

Testing performed September 2013
Min/Max levels can be viewed on our website.

Testing for:	CSID	Publix Bottled Water	Zephyrhills Bottled Water
pH	8.90	7.52	8.05
Alkalinity	60	150	170
Hardness	70	164	184

I am happy to tell you that our water very favorably compares to or exceeds the water that you buy in stores. With these results there is every reason to enjoy the water out of your faucet. I recommend that you get a PABA free container and use the water that we produce for you and save a lot of money by not purchasing bottled water. **We wish you all a Safe and Happy Holiday Season.**

Sincerely,
Dr. Martin Shank, Board President



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