



Coral Springs Improvement District

April 2019 Newsletter

You could WIN \$100 (bill credit) Door Prize
(Door Prize Rules can be viewed at csidfl.org)

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 Program in the County. When you are ready to dispose of any prescription medications, please contact CSID for a prescription 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.

For a list of drugs found in the Biscayne aquifer, please see our website

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

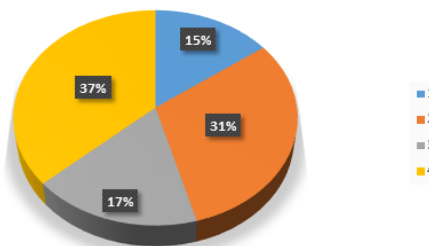
Come and say hello at CSID's Open House on Saturday, April 27, from 10am-2pm. You could win a \$100 door prize.

This is great opportunity to meet your CSID board members. Join in the on-site inspection of our water and wastewater plants. Witness drinking water being produced and distributed to our residents; then see how wastewater is processed by standing at the top of the treatment plant where micro-organisms are introduced. Afterwards, enjoy some time in our refreshment area where we will have music, snacks and beverages. OUR OPEN HOUSE is sure to make this an enjoyable afternoon for the entire family. We look forward to meeting the residents we serve.



ONLINE PAYMENT - CSIDFL.ORG 31%
ACH / AUTO-DRAFT 15%
PAY BY CHECK 37%
PAYMENT - CUSTOMER BANK 17%

Payment Breakdown



The chart to the left shows the breakdown of how CSID received utility payments in 2018. We are not receiving as many checks each month due to several electronic payment offerings. Processing less checks each month also enables CSID to use less employee hours each month, thus less labor costs. Can we enroll you in ACH / AUTO-DRAFT? Give us a call or enroll online.

We also offer E-Billing 897 residents receive email notification each month via E-Billing. We would be happy to enroll your account in this program. Call us to enroll. 954-753-0380 option 1

This fiscal year, CSID budgeted 150 Toilet Rebate credits at \$99 each.

CSID allows two rebates per home. Reserve your rebate today.

Please read the program guidelines on our website, csidfl.org or contact Brian at 954-796-6657 for more information.



Were you aware that there are four water/sewer companies providing municipal water and sewer service within the boundaries of the City of Coral Springs. Each entity has separate rates, policies, equipment, etc. and each entity is governed by a different board of supervisors or commissioners. We thought you might like to know how CSID differs from the other 3 entities in monthly utility bills, yearly non-ad valorem assessments, value added services, infrastructure projects, etc.

Utility Rates

CSID has **not** increased water/sewer rates since October 2012...more than 6 years of steady rates. The other three utility entities within the city cannot make that claim. See how we stack up.....

City of Coral Springs - 7,000 gallons use plus base charge and city tax: \$68.58

North Springs Improvement District – 7,000 gallons plus base charge and city tax: \$79.85

Royal Utilities - 7,000 gallons use plus base charge and city tax: \$74.65

Coral Springs Improvement District – 7,000 gallons plus base charge and city tax: \$66.97

CSID continues to be the only utility within city limits (and much of the county too) to **include 3,000 gallons of water and sewer use in our monthly base charge**. Because of this feature, a recent rate study showed that over 32% of our residential customers only receive a base charge bill each month. This means that the monthly bill of about 22% of our users is never more than \$38.07 which includes a water tax collected on behalf of the City. Also, CSID allows a once-a-year credit to your bill when the pool is emptied and refilled during repairs or refurbishment. Others municipalities don't provide a sewer credit for pool fills.

*****CALL US FIRST***Value Added Services at NO CHARGE**

* **CSID provides an emergency SEWER BACKUP SERVICE to our residents... 24 hours a day and 7 days a week.** When you have a sewer backup in your home, CSID will come and investigate the source of the backup, fix the problem if the issue is within CSID's scope of responsibility or unclog the backup to give you time to contact a plumber during normal hours so you are not charged weekend or after-hour rates. **CSID DOES NOT CHARGE FOR THIS SERVICE** even though we use an expensive sewer camera machine, a mobile flushing machine, and we may be paying our personnel overtime.

* **CSID instituted a "self-funded" toilet rebate program wherein we rebate \$99 for each toilet that is replaced** with a new "water-sense" branded toilet. We pay a rebate even though this program reduces the amount of water/sewer you use each month which in turn reduces the revenue coming to the district for operations.

* We post a newsletter, budgets, financials, and audits on our website. We believe transparency and disclosure are keys to good management and resident information. We encourage participation at our monthly board meetings.

* CSID has other FREE services and products. * Drug Disposal Kits, * Return Envelopes for Remittance, * On-line, * Pay-by-Phone or * ACH options without a "convenience fee", * Toilet Dye Strips for use in identifying leaking toilets, * High Water Use Interactive Graphs to help analyze water use during a day or an entire month. **THERE IS NO CHARGE FOR ANY OF THESE ITEMS or SERVICES.** Most of the other water companies in Coral Springs do not offer these services.

Infrastructure

CSID operates a Reverse Osmosis water plant. The water produced by this state-of-the-art process is comparable, in quality, to bottled water. The City of Coral Springs and Royal Utility do not use this cutting-edge technology. Future regulations as well as tighter restrictions on contaminants may require all county water providers to change to Reverse Osmosis or Nano Filtration water production because the R/O process is more successful at removing unwanted contaminants than older technologies currently in use by other water providers in the City of Coral Springs. In addition, CSID is one of only a few certified 4-log virus inactivation facilities. This means that our process is so efficient that the Dept. of Environmental Protection has recognized that 99.9% of any contaminants that may enter our facility via our feed water will be removed by our system.

In the past 7 years, **CSID built three new water interconnections** with our neighboring public water systems in the City of Coral Springs, Tamarac, and Margate. Now we have three points where we can receive or provide water in times of emergency. We have opened the interconnection pipe a few times in the last two years to provide water to our neighbors and once to get water during a CSID maintenance project. We are confident in our ability to always provide water to our residents and businesses.

CSID constructed two new sewage processing plants which will meet our needs for the next 20 years. CSID processes all the sewage produced by the users within our service area. We do not send sewage to the County like the City, NSID, or Royal Utility. We can manage our personnel, chemicals, and operating costs as needed and are not tied to a funding/use contract like the other three entities. Another positive feature about operating our own wastewater treatment plant is our ability to produce re-use water for golf course lawns, municipal parks, and other large users. CSID has not built a re-use plant yet because we feel the financial burden of such a project should not be shared with our residents. Only the end user will benefit from the project, so the end user should shoulder the financial burden.

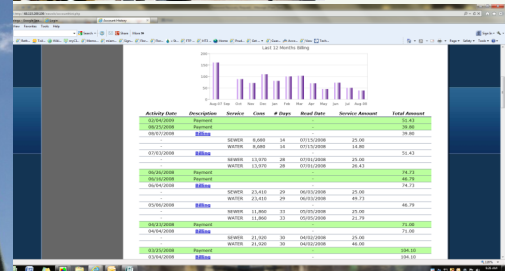
Drainage System - Canals

CSID paid for canal cleanup after hurricane Irma hit our area. Original cleanup estimates were approximately three million dollars. As many of you will remember, the hurricane hit our area in September 2017 but we were unable to obtain contracts with “FEMA authorized companies” until one year later. FEMA and the NRCS are the government funding agencies that help with reimbursement of some costs provided CSID engages these agencies and abides by the program restrictions throughout the project. CSID paid to fund all cleanup. Our costs included rebuilding of some canal banks, hauling and disposing of fallen trees, and the documentation required by the federal agencies. To this day, we have not received one penny from FEMA or the NRCS for any of our expenditures. We mention this because, over recent years, your board of supervisors reduced the yearly drainage assessment three times. Unfortunately, the cost for canal tree removal and mitigation has risen dramatically. As such, we had to address our assessment methodology to insure proper funding and reserves. With the realignment of “assessments based upon pervious area”, **5,818 residents saw a 21.4% decrease** in the yearly drainage assessment collected this year on their property tax bill. We expect this to continue. CSID has managed the canal waterways for over 40 years. Due to the expert management of canal levels and the ongoing repairs to our aging infrastructure, there has never been flood damage to any home or property within CSID.

JOIN US FOR OUR 2019 OPEN HOUSE

CSID will be holding an OPEN HOUSE on Saturday, April 27th 10am-2pm
This is a GREAT family event.

Come learn how your drinking water is produced, view the wastewater processing plants from above the tanks, learn about our electronic water meters.



CSID will provide food, refreshments, music, popcorn and a kids bounce house. This is a perfect way to spend a few hours on a Saturday...informative, educational and FUN! Each tour will be conducted by a trained plant operator. In addition, we will have a representative from the Water-Resource Department of Broward County to address your concerns.

CSID has arranged to have Toilet Leak Detection Kits, Return Mail Payment Envelopes, Aluminum Water Bottles, Hats, Sun Visors, Pens, Children's Books & Hand-outs, and other merchandise available to our customers during the OPEN HOUSE. Hope to see you at this event!



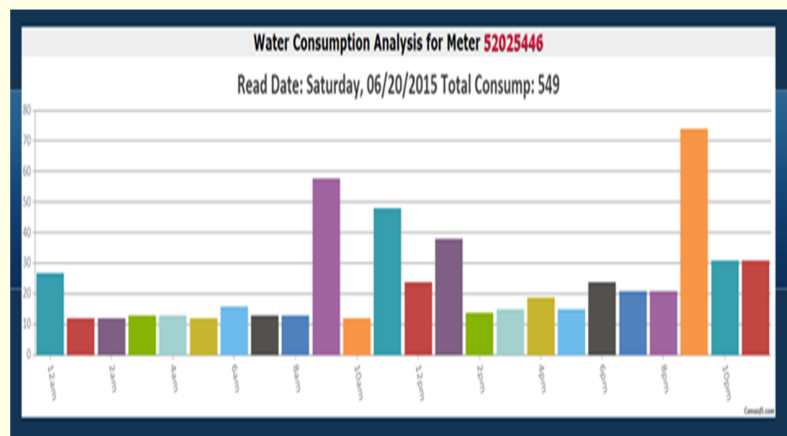
SOLICITATION FOR WATER LINE REPAIR INSURANCE

Multiple solicitations from Florida Power and Light have been mailed to the residents of CSID in an effort to sell insurance in case a water line breaks between the meter and your home. As you might expect, CSID has received many inquiries about the FP&L program questioning whether or not it is a good value. To that end, CSID would like to supply some data to help you make your decision about enrolling in the FP&L program.

In the 12 months ending 12/31/18, CSID provided a sewer credit to just 31 of our 9,500 residential homes due to reported outside leaks. These credits were based upon “proof of repairs” made to outside leaking pipes. Some of the leaks were under the dwelling cement slab which don’t appear to be covered by the FP&L plan. Many of these leaks were small and resulted in a credit of less than \$60.

In most cases, the leak (large or small) exists for all of (or a portion of) a whole monthly billing period. Our monthly invoice is usually the first indication that a leak exists; which is why CSID notifies (when available) the account holder with an emailed consumption graph if we notice a large increase in consumption. You can also call us anytime to ask for a water-use graph. If a leak exists, it can be corrected sooner and additional expense can be avoided. (there is NO CHARGE from CSID for this service...we are happy to help).

FP&L’s yearly contract is \$47.88 (\$3.99 monthly plus applicable taxes). Now that you have more statistical information you can decide if their plan is something you want or need.



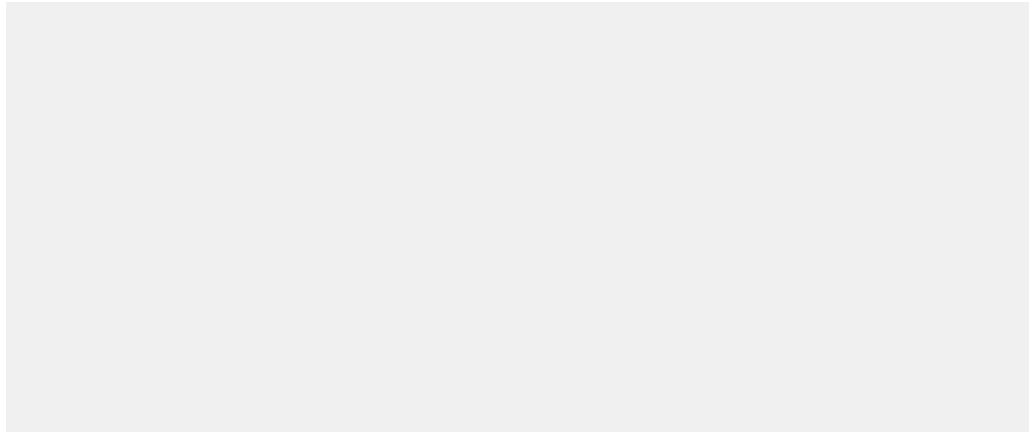
CSID... Always on the Job



Coral Springs Improvement District

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Coral Springs, Florida 33071

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



The President gives the State of the Union. The Governor presents the State of the State. I will attempt to inform you of the State of our District

While there were many challenges for CSID over the years, I feel we have made good progress in achieving the goals we set out to accomplish. CSID continues to have the lowest base water/sewer rates in the city. I am proud of the customer service we provided. No other local utility offers the Value Added Services and benefits that are included in our “CALL US FIRST” program.

Here are some of the projects CSID started and completed in 2018. *CSID replaced water service lines to about 20% of our residents which resulted in only 7 water line breaks last month compared to the average of 20-30 water line breaks per month before we started the project. *We have rebuilt 3 lift stations and relined another section of our sewer system to reduce the amount of ground water infiltration being processed at our wastewater plant. This latest relining project brings us to a total of 3 lift station basins which have been rehabilitated. We are completing the rehabilitation of one of our wastewater treatment plants. *We have rebuilt 4 of our 11 wells to be assured of ample water to meet our needs. *We have removed all the debris and repaired the damage to the canal banks after Hurricane Irma. All paperwork has been submitted to FEMA but we have yet to hear when or how much we will be reimbursed.

I am very proud of all our employees who have worked very hard to achieve the items listed above.

The future goals that we will undertake this year are many. CSID will be “hardening” our facilities so, in the event of a category 3 or higher hurricane, all structures will remain standing and functional. We will continue to refurbish lift stations and rehab our well field. As funds become available, we will continue to repair erosion to our canal banks. We have spent \$15 million dollars over the past 5 years on capital improvements without raising your water/sewer rates. Most people turn on the water tap or flush the toilet without thinking about this modern marvel of engineering. The job of the Board of Supervisors is to keep our system reliable, functional, and updated.

I would like to invite you to our OPEN HOUSE where you can have a guided tour of the facilities, listen to presentations, meet your board members, and receive answers to your questions. We will provide food, refreshments, and entertainment for the family.

Please join us on Saturday, April 27, 2019 (10am until 2pm) for a fun and informative few hours. See what is behind the gates of the CSID facility. We trust you will be informed and amazed at how water & wastewater is processed.

Thank you for your continued support.

Dr, Martin Shank - President, CSID Board of Supervisors



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