



Visit us on the web  
[www.csidfl.org](http://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](http://www.csidfl.org/contact)

## Coral Springs Improvement District August 2016 Newsletter

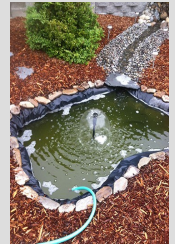
In the month of July 2016 there were a total of 54 water line breaks. In the first 10 days of August, we had already experienced a whopping 30! This is the rainy season and statistically higher water break figures are expected but if we keep this pace, it may be the worst month for water line breaks in the last 18 years.

CSID is collecting data that will point the way to a program for rehabilitating water lines.

You may already know that CSID has been analyzing our infrastructure to be sure we are planning and saving for future capital improvements and rehabs. We have already relined miles of sewage pipe in two large wastewater basin areas and we rebuilt the canal bank adjacent to 47 homes. Now we are formulating plans to target neighborhoods with problematic water lines in "hot spot" areas within CSID. We already know that the cost to initiate this pilot project will be approximately one million dollars so we are saving where we can in order to fund this project without any increases to your monthly water/sewer bill. We have already taken steps to refund a bond for a more favorable interest rate. This will save CSID more than \$280 thousand dollars in interest payments per year for the next 20 years.



Protect our water supply from cross-contamination and backflow. Never put a hose into the pool when filling or topping off the pool. Always put the hose on the outside of the pool and anchor it so it doesn't move. An air gap is the safest and easiest way to guarantee that backflow will not occur.



### CSID... Always on the Job

**The rainy weather can cause street flooding. If you see a street drain that needs cleaning, please contact your homeowners association whose responsibility it is to clean storm drains in most associated communities or ask the landscaper to be careful not to blow lawn debris into the street or down the street drain. Some area storm drains in the City are serviced by the City. You can reach them at 954-345-2210**



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!



# The CSID Butterfly Garden



**Florida has over 200 species of butterflies, some of which cannot be found anywhere else on Earth!**



CSID recently planted a BUTTERFLY GARDEN on property near our Water Treatment Plant. The benefits gained by having a butterfly garden are:

## Pollination

Butterflies are attracted to brightly colored, fragrant flowers and feed on nectar produced by the flowers. As the butterflies travel from one flower to another, they pollinate the plants, resulting in further development of plant species. Numerous plants rely on pollinators, such as butterflies, for reproduction.

## Conservation of Resources

Butterflies' preference for native plants can be considered an environmental benefit, since landscaping with native plants is a more sustainable practice. Natives are better adapted to their climate, so they require fewer resources to be maintained and are hardier. Because they are a common host to butterflies, native plant habitats are appealing to many homeowners.



**We are happy to do our share to promote conservation and important pollination cycles.**

For information about planting your own butterfly garden, please see:

<http://gardeningsolutions.ifas.ufl.edu/design/types-of-gardens/butterfly-gardens.html>

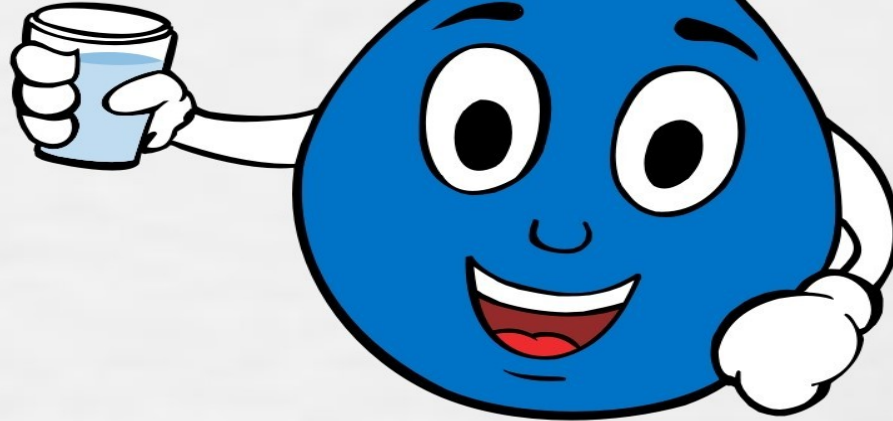
CSID recently mailed over 500 letters to homeowners who have a separate irrigation meter used to water the grass and plant at their home. Those receiving the letter were asked to comply with the City of Coral Springs ordinance (Ord. No. 97-148, § 2, 1-6-98 ) regarding the installation of Backflow devices on irrigation meters to safeguard the Public Water System in the City.

The purpose of this ordinance is:

- To protect the public potable water supply of the City of Coral Springs from the possibility of contamination or pollution by isolating within the customer's system such contaminants or pollutants that could backflow into the water system;
- To promote the elimination or control of existing cross connections, actual or potential, which could create backflow and back-siphonage between the customer's system and plumbing fixtures and industrial piping systems;
- To provide for the maintenance of a continuing program of cross connection control that will systematically and effectively prevent the contamination or pollution of the water supply within the City of Coral Springs.



# Pride



**Our approach to excellence!**  
**Coral Springs Improvement District**

## **“Our desire is to be the best water/sewer utility in Broward County”**

Achieving a goal like this doesn't just happen and it doesn't happen overnight.

We are committed to providing the best customer service, the most efficient field repair work, and the highest quality water/sewer treatment possible. We cannot always say we have achieved 100% of the goals set for ourselves so to that end, CSID has enlisted professional organizations to help us consistently measure the progress toward achieving our goals. We have also introduced one-on-one management training to help our newest managers develop strategies and processes that will improve on our successes and create a path forward to envision additional value added programs with each resident in mind. We are including every employee in each department of our company in this formative training. We never rest on our past successes.

Because we are always looking for more ways to bring more service for you, CSID recently performed a “value added services” inventory to look at some of our initiatives as compared to services offered by other water/sewer utilities within Broward County. Here is how CSID compares to 6 other neighboring water/sewer companies. We asked questions of Coconut Creek, Sunrise, North Lauderdale, Deerfield Beach, Pompano Beach, and Tamarac to make sure we were offering the same or more value to our residents as other companies. The questions asked were in an effort to identify each company's value added features compared to CSID's offerings. All 6 water companies offered online payments acceptance but only 5 companies offered ACH (Auto-Debit) payments. Two companies had an additional charge for re-reading the meter, while only one other company offered High-Consumption-Graphs that show consumption day by day and hour by hour. This is especially helpful when a leak is present. Only 3 of the 6 companies offered both e-Billings and Pay by Phone but not all companies allowed e-check or allowed the Discover Card as a form of bill payment.

We are happy to say that CSID offers all of the “value added services” at no additional charge to you.

*In the past few weeks, our field service department has been working with a residential customer who had called to say he heard noises coming from his water pipes...but usually not until 10:00 pm each night. After numerous evaluations and eliminating every possible scenario it became evident that our technicians must hear the noise before they could possibly correct it. They decided to schedule an evening visit to the home to help determine what was causing the loud noises so one of our employees took the initiative to visit the home at 10 pm and he stayed at the residence until almost midnight until the noise finally started.*

*He was able to identify the possible cause (something happening at the neighbors home) and a remedy is in the works.*

*This is a perfect example of “PRIDE IN PERFORMANCE” and we applaud our employees for taking the residents' concern and making it their #1 priority.*

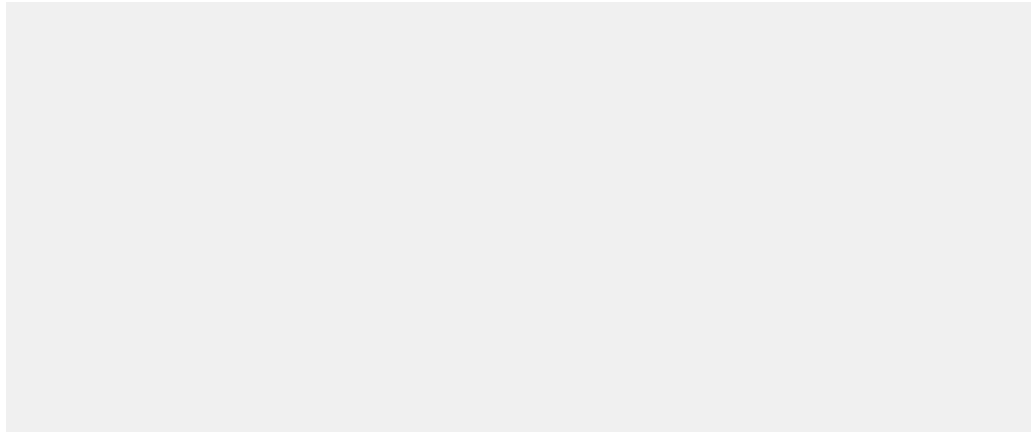
Feel free to let us know what we can do for you. We are here to serve!



*Coral Springs Improvement District*

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**Thank you for your continued feedback and support!**

I hope you notice from this newsletter that a lot of things are going on at CSID. The Board of Supervisors has asked our managers for the short and long term needs of their departments. The Department heads submitted lists of important projects that are needed to make sure the customers of CSID continue to have the best water and services in the city.

It is the responsibility of the Board of Supervisors to fund these necessary projects without placing a burden on our customers. These projects are estimated to cost \$16 million dollars over the next 15 years. A step in funding these initiatives, without raising rates, is the refunding of our 2007 bonds which will save about \$284K per year for the next 20 years. The Board will continue to try to find cost savings while keeping up our superior service to you, our customers. I will continue to keep you informed about future needs and savings.

I wish you all a good end of the summer and I continue to ask you for your input to make CSID the best and most responsive that we can be.

Dr. Martin Shank, President of the Board of Supervisors



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