



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 Initiative Program in the County. 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. It is more of a problem than you might think.

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

Coral Springs Improvement District

OCTOBER 2018 Newsletter

Water utilities provide one of the greatest bargains of modern civilization: safe, available drinking water for household and commercial use at a cost to consumers of fractions of a penny per gallon. In the United States, thousands of community water utilities operate treatment and piping systems that process over 42 billion gallons of water withdrawn from water sources each day. Water utilities have historically focused on safe water quality and continuous, on-demand supply; and are heavily regulated by national governments to ensure these high levels of service. Unfortunately, a similar focus has not been given to efficiency in the water supply process, and it is believed that many water utilities suffer considerable losses from leakage and poor accounting.

With water resources being increasingly stressed due to climate change and growing populations, water utilities must become water-efficient throughout the entire supply process. By employing improved methods of water auditing and loss control, water utilities have potential to reduce the large volumes of treated water that are lost to leakage, as well as to provide incentives to customers to optimize their water consumption. Water Loss Control – water efficiency practices of water suppliers – is an emerging field of practice that should be better incorporated into the drinking water utility industry in order to ensure efficiency of safe drinking water, which is the backbone of civilized society.

Here at Coral Springs Improvement District we have been tracking and keeping a close eye on this for many years. In fact it is a requirement of all public water systems in Broward County. Over the last two years especially we have taken significant steps to reduce our water loss %. Since January our loss is down 8% as compared to last year primarily due to our two service line replacement projects.

With each new fiscal year, CSID budgets 150 Toilet Rebate credits at \$99 each.

CSID allows two rebates per home. This month we start our new fiscal year TOILET REBATE PROGRAM. We have 150 rebates available. Reserve your rebate today! Please read the program guidelines on our website, csidfl.org or contact Brian at 954-796-6657 for more information.



“CALL CSID FIRST” for SEWER BACKUP ISSUES

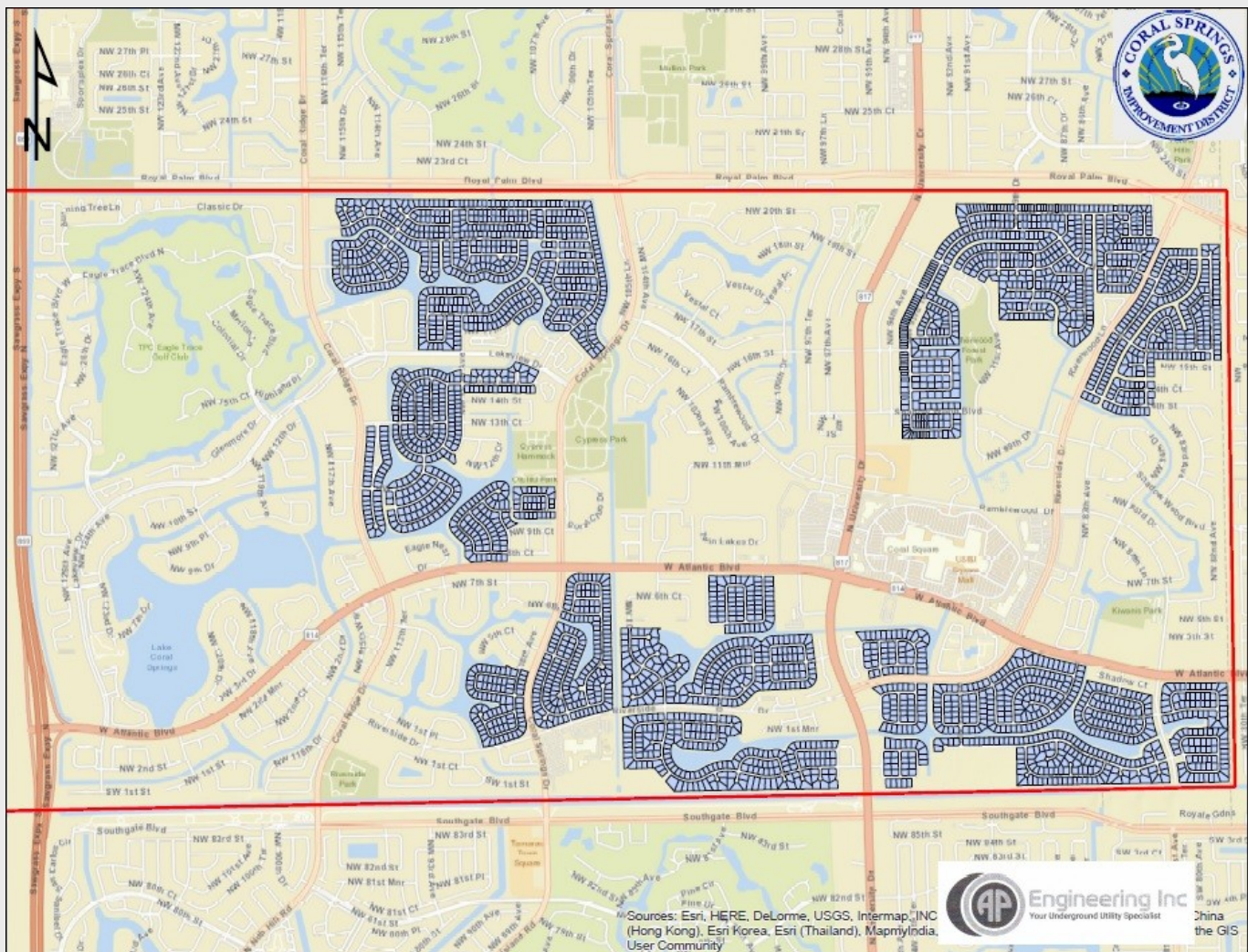
If you experience a sewage backup in your home, **you should always call us first.** Our **“CALL CSID FIRST”** program allows us to evaluate the situation and possibly correct the clog without the need for you to contact a plumber and incur an expense. CSID is equipped to remedy the situation or, at the very least, get your drains flowing again until you are able to contact a plumber.

If you decide to call a plumber before CSID and are told the obstruction is on the District's side of the line, then CSID will not reimburse you for the plumber's invoice.

CSID personnel are available 24 hours a day, 7 days a week. Call 954-753-0380 option 1 We are here to serve.



CSID has completed 90% of the water line replacements which were identified in Phase ONE and TWO. This program has allowed us to benefit from spending less money on after-hours service calls to repair water leaks. In addition, there are less unidentified leaks which helps us conserve water.



You could receive a \$250.00 check from CSID when you install pervious driveway pavers.

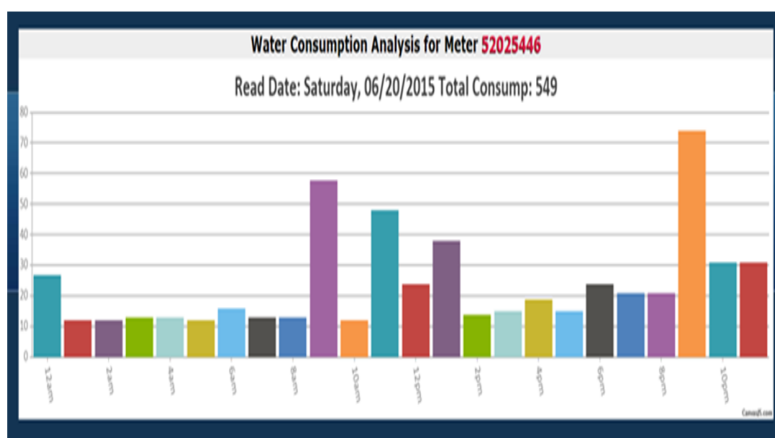
The CSID Board of Supervisors passed a resolution that allows for a one-time \$250 rebate, for up to 50 PRE-APPROVED residents per year, when you replace your existing asphalt or cement driveway with pervious pavers. (Tile or other impervious materials do not qualify under this program).



Program rules can be found on our website at csidfl.org



In this last fiscal year (FY 2017/2018) CSID has granted 252 “pool fill” credits resulting in \$13,003.20 in pool refill rebates to our residents. Simply provide a copy of your invoice from a 3rd party company that emptied and refilled the entire pool during maintenance or rehab. We will credit your account on the next monthly billing. One credit per year max.



Have you ever received a utility bill that showed the meter registered a lot more consumption than usual? We know it can be frustrating to be confronted with this dilemma but with a simple call to CSID, we may be able to “poll” the meter to show the quantity of water that passed thru the meter on an hourly basis. This can be very

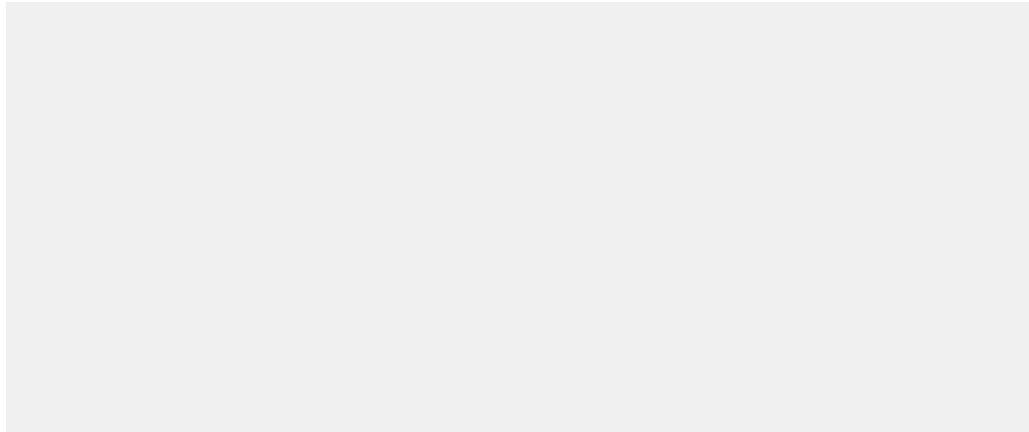
helpful to a homeowner when trying to find out the cause of the extra water to run thru the meter. This service is free of charge and we will gladly email an interactive graph of your consumption history. Give us a call! 954-753-0380 #1



Coral Springs Improvement District

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Coral Springs, Florida 33071

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www.csidfl.org



Being that this is the last CSID newsletter of the year, I want to wish everyone an enjoyable upcoming holiday season. I also want to recognize the residents who attended the public hearing and thank them for their interaction and feedback. As I write this sentiment, we are nearing the end of the hurricane season and we have been fortunate that a storm has not come near South Florida this year. This has allowed our lack of reserve funds to be a “non-issue”. CSID has not yet heard back from FEMA regarding the reimbursement of funds expended to clean up the debris caused by hurricane IRMA. I promise to keep you posted if and when we receive those funds.

All departments have been busy with infrastructure and refurbishment projects this year. We have replaced approximately 1/3 of all water lines in the District, resulting in an average of only nine CSID water line breaks per month instead of past months when the average was over thirty water line breaks per month. This project has also contributed to an overall decrease in water loss. Water loss is measured by all Public Water Systems. Water loss refers to the difference between gallons of water produced in our plant and the gallons of water billed each month. Our overall water loss percentage has been reduced from 22% loss to 14%, giving CSID cost savings in electricity, chemicals, and labor costs. We are also in the midst of replacing 2 lift stations and relining another section of sewer pipe in one of the District’s older lift station basins. In the wastewater department we are drilling a new monitoring well for our deep injection well, where our treated sewage is sent. In addition, a total refurbishment is underway to one of our 4 wastewater treatment plants. In the drainage department, divers are cleaning out the street culverts and continuing canal bank erosion repairs.

In our next newsletter, I plan to announce a date in the spring for CSID’s next OPEN HOUSE. This event is held to allow every resident CSID serves the opportunity to enjoy a guided tour of our facility. It will afford the opportunity to ask us about our process and discover how water and wastewater are treated. This is a great family event and has been enjoyed by hundreds of CSID residents in the past.

I am very proud of our employees and on behalf of the Board of Supervisors and the CSID employees I want to wish everyone a happy and healthy New Year.

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!