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Governing Board**



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**A WORD FROM OUR
PRESIDENT...**

Greetings, fellow CSID customers!

I'm pleased to share that CSID is moving forward with a districtwide water meter replacement program. Over the coming year, we will replace more than 9,000 residential, irrigation, and commercial water meters with new Advanced Metering Infrastructure (AMI) technology.

While you'll find additional details in this newsletter, this investment will provide several important benefits for our customers, including:

- More accurate water usage readings and billing
- Faster identification of potential leaks or unusual water use
- Online access to water usage information through a new customer portal
- Improved reliability and customer service
- Enhanced operational efficiency across the District

Perhaps most importantly, this project is fully funded through CSID's 10-Year Capital Improvements Plan. As a result, there will be no increase in CSID service rates specifically associated with the meter replacement program. We are excited to bring these improvements to our community and look forward to providing customers with new tools and technology to better manage their water usage.

Thank you for your continued support of CSID. I hope everyone has a safe and enjoyable summer!



Mark Ritter

**Our Annual Consumer
Confidence Report**

The latest Coral Springs Improvement District annual water quality report is now available online at <https://www.csidfl.org/2025CCR>.

This report contains important information about the source and quality of your drinking water. In addition, you may find our CCR available on our website or call 954-796-6632 if you would like a paper report delivered to your home.



Scan QR code to view full report



FOR MORE INFORMATION, VISIT:
WWW.CSIDFL.ORG



**NEW WATER
METERS ARE COMING**

Coral Springs Improvement District (CSID) is upgrading its existing water meter system to improve service and modernize infrastructure across the District.

WHAT THIS MEANS FOR YOU

- Faster alerts if there's a leak or water running nonstop
- More reliable meters with fewer issues
- Customer portal to review your account usage in near real time
- Modern technology designed to serve your home now and in the future
- Replacement of 9,937 meters
- No interruption to your regular billing cycle

ABOUT THE UPGRADE

The new system uses Advanced Metering Infrastructure (AMI), the current industry standard for water meter technology. It improves how water use is measured and recorded. As part of this upgrade, older meters will be replaced with new solid-state meters. These new meters maintain a high level of accuracy over time, unlike older meters that can lose accuracy due to normal wear.

IMPORTANT INFORMATION

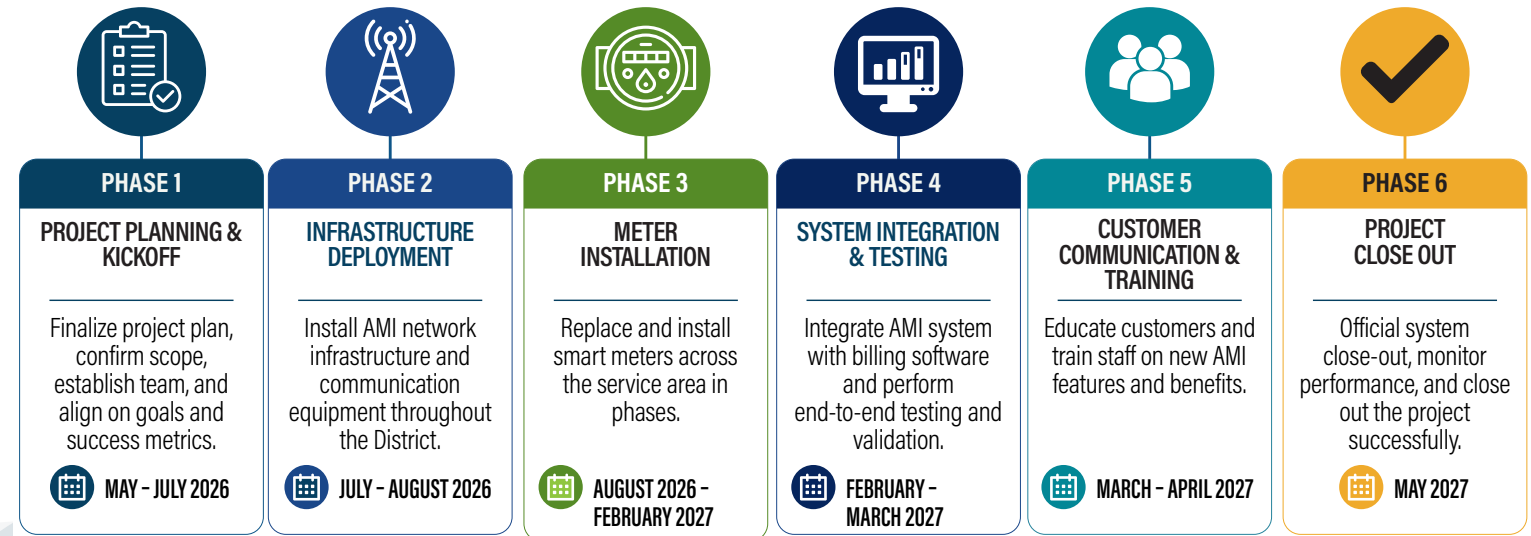
The new meter does not increase your water usage. It simply measures your usage more accurately to ensure fair and accurate billing.

WHEN TO EXPECT WORK

Work will begin within the next 30 days and last about one year, with most of the work being completed within the first 7-8 months.

WHERE WORK WILL OCCUR

Water meter replacements will take place throughout the District service area. More details on scheduling and specific work locations will be shared as they become available.



PROJECT GOAL: Deliver a reliable, accurate, and efficient Advanced Metering Infrastructure (AMI) system that enhances service, improves operational efficiency, and supports the future of our community.



QUESTIONS?

Water Meter Project Team

Hotline number: (954) 393-0222

Email: CSIDWaterMeterProgram@QCAusa.com



SCAN QR CODE for Project Information

CSID is Proud to Sponsor Coral Springs' Exclusive Drug Disposal Program

Did you know that flushing unused medications down the toilet or throwing them in the trash can harm the environment and potentially contaminate our water resources? To help residents safely dispose of unwanted or expired medications, CSID has free drug disposal kits available upon request.

These easy-to-use kits allow you to safely deactivate prescriptions and over-the-counter medications at home before disposing of them in the regular trash. This process helps prevent accidental ingestion, misuse, and environmental contamination.



Proper medication disposal is an important part of protecting our community and our water supply. If you have unused, expired, or unwanted medications in your home, consider requesting a free disposal kit today.

PREPARED TOGETHER: CSID and CSPD Strengthen Emergency Response

On May 5th the Coral Springs Improvement District welcomed members of the Coral Springs Police Department command staff for a comprehensive tour of our utility campus. The visit was coordinated as part of an ongoing effort to strengthen emergency preparedness and ensure first responders are familiar with our facilities, including our water and wastewater treatment plants, stormwater operations, and supporting infrastructure. During the tour, CSID staff reviewed the campus layout, identified key access points, and shared the common building names and terminology used by our operations teams to help streamline communication during emergency situations.



As part of this initiative, CSID also developed a detailed facility map that has now been integrated into the Police Department's response system. This allows responding officers to quickly identify the exact location being referenced by staff and navigate the site more efficiently if an emergency were ever to occur. The command staff expressed how valuable and informative the experience was, noting that several long-serving members of the department were previously unaware of the scope and complexity of the District's operations. Based on the success of the visit, the Police Department has expressed interest in bringing additional supervisors through the facility for future tours and training opportunities.

"CALL CSID FIRST" with Sewer Backup Issues

By using our "CALL CSID FIRST" program, it allows the District to evaluate the situation and possibly clear the blockage 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. There are times when the obstructions or clogs are the responsibility of CSID. When that happens CSID will correct the issue. Other times, the clog is not within CSID's infrastructure and is the responsibility of the homeowner to fix the issue by possibly calling a plumber. In either case, CSID will come to you and assess the problem and will either correct the issue or provide suggestions for a solution. Emergency after hour plumbing calls can be costly so please "CALL CSID FIRST".



If you call a plumber to investigate or repair a sewer backup before CSID and are told the obstruction is on CSID's side of the line, CSID cannot reimburse you for the plumber's invoice.

CSID's personnel are available 24 hours a day, 7 days a week. Call 954-753-0380 option #1.

Maintaining Our Stormwater System

Did you know it is illegal to dispose of waste or debris into lakes, canals, or other waterways within the District?

Did you know that only stormwater is permitted to enter storm drains located along streets, rights-of-way, and parking lots?

Improperly disposing of materials such as grass clippings, yard waste, trash, and other debris into storm drains or waterways can pollute local waters, clog drainage systems, and increase the risk of flooding throughout our neighborhoods.

Residents can help protect our community and waterways by properly disposing of yard waste and keeping storm drains clear of debris.

For more information about how to help maintain storm drains, please visit the City of Coral Springs' "Don't Blow It" stormwater education page at [City of Coral Springs Don't Blow It Program](https://www.coral springs.gov/Government/Departments/Public-Works/Stormwater-Pollutants/Dont-Blow-It)

<https://www.coral springs.gov/Government/Departments/Public-Works/Stormwater-Pollutants/Dont-Blow-It>



To report illegal dumping into a street drain, please contact the City of Coral Springs at 954-344-1800.

Flood Safety: Key Reminders

Avoid Walking Through Moving Floodwaters. Flood currents can be stronger than they appear, and even shallow water can cause loss of footing and increase the risk of injury. If travel through water is unavoidable, use a sturdy stick or pole to assess water depth and ground stability before each step.

Do Not Drive Through Flooded Roadways Or Around Barricades. Floodwaters can obscure road edges, canals, ponds, and other hazards, making it difficult to determine safe travel paths. Driving through flooded areas can also create wakes that increase flooding and property damage to nearby homes and businesses.

Stay Away from Power Lines. Avoid contact with power lines and electrical wires during flooding. Electrical currents can travel through water, creating a serious safety hazard.

Be Prepared. Before and throughout hurricane season, make sure you have essential supplies and emergency items readily available. Proper preparation can help minimize damage to your home and support the safety of you and your family.

Save Water and Money with Our Toilet Rebate Program

Thinking about replacing an old toilet? You may be eligible to receive a \$99 rebate per toilet when you install a qualifying high-efficiency model. Rebates are available for up to two toilets per household and are applied directly as a credit to your water bill.

Why Upgrade?

High-efficiency toilets use less water than older models, helping you conserve water while lowering your monthly utility costs. It's a simple upgrade that benefits both your household and the environment.



Staying Ahead of Industry Changes Today to Better Serve Our Community Tomorrow

Representatives from the Coral Springs Improvement District will be attending the Florida Association of Special Districts (FASD) Annual Conference during the week of June 8. Each year, CSID participates in this

conference to stay informed on issues that directly impact the services we provide to our community and to ensure the District remains current with changes affecting Florida's special districts.

The conference brings together special district leaders, managers, attorneys, engineers, and other professionals from across the state to discuss new legislation, regulatory updates, and emerging trends affecting independent special districts. Because special districts operate under a unique set of laws that often differ from those governing cities and counties, the conference provides valuable insight that helps ensure CSID remains compliant, transparent, and effective in serving our residents. The event also includes specialized ethics training, which our elected Board members are required to complete annually as part of their commitment to responsible public service.

In addition to educational sessions, the conference features an extensive exhibit hall showcasing innovative technologies, equipment, and services designed to help special districts operate more efficiently. Attendees will have the opportunity to explore solutions ranging from website development and GIS enhancements to advanced tools that support the operation and maintenance of water and wastewater infrastructure. These technologies can help improve operational efficiency, enhance customer service, and support the District's long-term planning efforts.

The conference also provides an excellent opportunity to network with fellow utility and district professionals from around the state. Building these professional relationships allows our staff and Board members to exchange ideas, share best practices, and learn from the experiences of other districts facing similar challenges.

By participating in events such as the FASD Annual Conference, CSID continues to invest in professional development and industry knowledge that ultimately benefits the customers and residents we serve. We look forward to bringing back valuable information and insights that will help the District continue providing reliable, high-quality services to our community.

How the Program Works

1. Purchase and install a qualifying water-efficient toilet.
2. Complete the rebate application on our website.
3. Submit your receipt and any required documentation.
4. Once approved, receive a \$99 credit on your water bill for each eligible toilet, up to two toilets per account.

Get Started Today

Visit our website to review eligibility requirements, access the application, and learn more about the program. Take advantage of this opportunity to save money, reduce water use, and make your home more efficient.



Managing Canal Vegetation With Triploid Grass Carp

This approach supports more environmentally responsible maintenance while also helping manage costs over time. To help keep our canal system clear and functioning properly, The District uses triploid grass carp as a natural and effective way to help control aquatic vegetation. These fish feed on nuisance and invasive plants that can quickly overgrow canals, helping maintain open waterways.

Because grass carp provide long-term vegetation control, they reduce the amount of herbicide treatments and mechanical removal.



Keeping vegetation under control is essential for maintaining proper water flow and drainage, especially during heavy rain events. It also improves canal access for maintenance and enhances the overall appearance of our waterways.

Triploid grass carp are sterile, meaning they cannot reproduce. This allows the District to carefully manage their numbers and ensure balanced, effective vegetation control.

By incorporating grass carp into our overall maintenance program, the District continues to use safe, sustainable, and efficient methods to protect our canal system and support reliable flood control for the community.



CSID Emergency Notification System



Emergency response communication is an important part of every public utility system. These notifications help keep residents informed about potential issues, emergencies, or safety hazards that may affect the community. When an alert is issued, you may receive a notification by phone call, text message, or email.

The Coral Springs Improvement District (CSID) participates in ALERT Coral Springs through the City of Coral Springs. Each month, CSID provides the City with updated customer contact information to help ensure notifications are delivered using the most current information available.

In order to keep your records accurate, please notify CSID whenever your contact information changes, including your phone number or email address.

You can update your information by calling (954) 753-0380 or by visiting our website at www.csidfl.org/update-contact-information.

Staying connected helps keep our community safe.

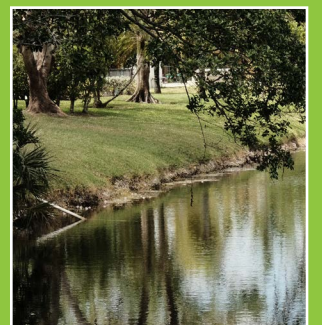


Scan QR code to access CSID's website

Why Pervious Areas Matter

Unpaved areas within our District play an important role in helping to prevent flooding. When rainfall naturally drains into the ground, it contributes to recharging our drinking water supply. These open spaces also act as natural filters for stormwater runoff. As water moves through the soil, it is naturally filtered before seeping into the canal system and aquifer.

It is important that we recognize the value of natural open greenspaces and work together to preserve, maintain, and keep these pervious areas clean and protected.





Stay Informed This Hurricane Season

Hurricane season in South Florida officially runs from June 1 through November 30. The Coral Springs Improvement District (CSID) relies on weather-related advisories, warnings, and notifications from the South Florida Water Management District along with the National Weather Service.

If flooding or hurricane conditions are anticipated, warnings and updates will be broadcast through local television stations, radio broadcasts, and online sources. Residents are encouraged to stay informed by monitoring the latest weather advisories and emergency alerts throughout the hurricane season. Check our website at www.csidfl.org for information about the District or visit our social media pages at Facebook, X, and Instagram.

For your convenience, to the right is a list of television stations, radio stations, and websites that provide storm updates and emergency information.

| Local TV Stations | Local Radio Stations | |
|-------------------|----------------------|-----------------|
| | AM | FM |
| WFOR (Ch. 4) | WFTL (AM 850) | WZTA (FM 94.9) |
| WTVJ (Ch. 6) | WWNN (AM 1470) | WHYI (FM 100.7) |
| WSVN (Ch. 7) | WINZ (AM940) | WHQT (FM 105.1) |
| WPLG (Ch. 10) | | |

Helpful Websites

Broward.org/emergency
sfwmd.gov
Weather.com
Weather.gov (NOAA)
floridadisaster.org
[www.coral springs.gov/Government/Departments/
Emergency-Management/Hurricane-Preparedness](http://www.coral springs.gov/Government/Departments/Emergency-Management/Hurricane-Preparedness)



FOR MORE INFORMATION, VISIT:
WWW.CSIFFL.ORG



10300 NW 11th Manor
Coral Springs, FL 33071

