

All You Need To Know

About Your Miami-Dade Water and Sewer Department



Miami-Dade Water and Sewer Department

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Miami-Dade County provides equal access and equal opportunity in employment and services and does not discriminate on the basis of disability. "It is the policy of Miami-Dade County to comply with all of the requirements of the Americans with Disabilities Act."



Table of Contents


About WASD	2
Water-Use Efficiency Projects	4
Conservation Tips	6
Reading Your Meter	7
Rate Information	8
Your Service	10
Terminating or Transferring Service	11
Billing and Payment Information	12
Past Due Accounts	13
Paying Your Bill	14
Billing Adjustments	16
Pool Credits	17
Frequently Asked Questions	18
What Phone Number Do I Call To...?	20



Delivering Excellence Every Day

Miami-Dade
Water and Sewer
Department

Welcome



The Miami-Dade Water and Sewer Department is happy to have you as a customer.

Our goal is to serve you, the people of Miami-Dade County, by providing high quality water and wastewater services, by protecting public health and by acting in the best interest of our environment.

We hope this brochure will provide all the information about our services that you will need, but if there is anything we can do to better serve you, please let us know. You can stop by one of our offices, call us, or visit our website at www.miamidade.gov/wasd.



ABOUT WASD


The Miami-Dade Water and Sewer Department (WASD), a department of Miami-Dade County, is one of the largest public utilities in the United States – employing nearly 2,500 workers and providing direct service to more than 440,000 customers with annual operating revenues of more than \$528 million. In addition, the Department provides water and wastewater service to the unincorporated areas of Miami-Dade

County, wholesale water service to 14 municipalities and wholesale wastewater service to 11 municipalities.

Our Department draws approximately 347 million gallons of water every day from the Biscayne Aquifer for consumer use. The water is then pumped to one of the Department's water treatment facilities where it is made potable and dispersed through a common distribution system. Highly trained microbiologists, chemists and water treatment specialists conduct or supervise more than 100,000 analyses of water samples each year and the County's water supply consistently exceeds both state and federal drinking water standards.

In November 2007, WASD received a historic 20-year Water-Use Permit (WUP) from the South Florida Water Management District (SFWMD). On November 1, 2010, the SFWMD District approved an extension to Miami-Dade County's WUP because of a reduction

in water demands. The permit is now extended until 2030. The permit is a plan for meeting the present and future water needs of the County while protecting natural resources such as the Everglades. The permit requires WASD to develop alternative water supply sources and continue with its Water-Use Efficiency Program. It ensures water will be available for Miami-Dade County's needs and lays the groundwork for very ambitious capital improvements over the next two decades.

Some of the alternative water supply sources include reclaimed water projects for large scale irrigation and groundwater replenishment, using the Floridan Aquifer as an alternative water supply, a comprehensive water-use efficiency program and a water loss reduction program. For more information about the Water-Use Permit, visit our website at www.miamidade.gov/wasd/wup/asp 



Water-Use Efficiency Projects



In April 2006, the Miami-Dade County Board of County Commissioners adopted the Miami-Dade Water-Use Efficiency Plan through resolution R-468-06. The plan is part of a bigger effort to improve management of traditional water supplies while encouraging the development of alternative water supplies and improving the efficiency of our current water use.

As a component of the Miami-Dade Water-Use Efficiency Plan, these programs are designed to improve the efficient use of water by retrofitting older fixtures and encouraging residents to be water wise. These programs are available to residents of

Miami-Dade County who meet the established criteria.

RETROFIT REBATE PROGRAMS

- Water-Efficient Landscape and Irrigation Evaluations
- Showerhead Exchange and Retrofit Kit
- Green Lodging and Restaurant Program
- In-School Program
- High Efficiency Toilet (HET), Faucet (HEF), and Showerhead (HES) Rebate Programs
- Senior and Low Income Retrofit Program



To request an application and the list of approved high efficiency fixtures, visit our website at www.miamidade.gov/conservation or call 311.

Please mail the completed application and provide the required documentation to:

Miami-Dade Water and Sewer
Department
Water-Use Efficiency Section
3071 SW 38 Avenue
Miami, FL 33146

For additional information visit www.miamidade.gov/conservation or call 311.

HIGH-EFFICIENCY SHOWERHEAD AND RETROFIT KIT EXCHANGE PROGRAM

WASD will exchange your old showerhead for a new high-efficiency model ABSOLUTELY FREE and provide you with additional water saving retrofit items for your faucet and toilet. Simply bring your old showerhead to any of the following three WASD "Exchange Locations":

CALEB CENTER

5400 NW 22 Avenue, 1st Floor
Monday – Friday, 8am – 4:30pm

SOUTH DADE GOVERNMENT CENTER

10710 SW 211 St, 1st Floor
Monday – Friday, 8am – 4:30pm

DOUGLAS

3071 SW 38 Avenue, 1st Floor
Monday – Friday, 8am – 5pm





Conservation Tips



IN THE KITCHEN...

Automatic dishwashers use the most water in kitchens – approximately five gallons per run. Always use your dishwasher with a full load and when washing dishes in the sink, be sure not to let the water run excessively. Installing a high efficiency faucet aerator can save as much as two gallons of water per minute.

IN THE BATHROOM...

Two-thirds of the water used in an average home is used in the bathroom, so it is probably where you can most reduce your usage.

Be vigilant about leaks and have them fixed as soon as you discover them. A slow drip can waste 15 to 20 gallons of water per day and a 1/16 – inch faucet leak will waste 100 gallons of water in 24 hours. Toilet leaks occur when the toilet is out of adjustment or when parts are worn. Most toilet leaks

are at the overflow pipe, plunger ball and flapper valve.

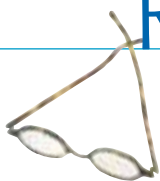
OUTSIDE...

It's the law! Only water your lawn and garden on your designated watering day before 10:00 a.m. or after 4:00 p.m. For odd-numbered addresses, water on Wednesdays and Saturdays. For even-numbered addresses, water on Thursdays and Saturdays. Also, be sure your sprinklers are positioned to water your lawn and not the pavement. Check www.miamidade.gov/wasd for additional information on watering restrictions.

IN THE LAUNDRY ROOM...

A washing machine uses 40 or more gallons of water per load, so save up for a full load and make your water work efficiently. If your machine can be adjusted, remember to reset the water level for smaller loads. ●

Reading Your Meter



The amount of water you use is measured and billed in hundreds of cubic feet (ccfs). For your convenience, the number of gallons used is printed on your bill as well. Tracking your water usage is as simple as tracking the mileage on your car. Just take a look at your water meter and read the numbers on the white dials. To determine your water usage, subtract your previous reading from your current reading.

HIGH BILLS, METER CHECKS AND REREADS

Usually the Miami-Dade Water and Sewer Department will automatically investigate the occurrence of a high bill, to check for an improperly working meter or leakage, but customers are

welcome to call Customer Services at 305-665-7477 and bring a high bill to our attention. An initial investigation of the meter will be done at no cost to you. Please note that the investigator will not check your inside plumbing.

If for any reason you believe your water meter is giving incorrect readings, call 305-665-7477. A Certified Meter Test request form will be mailed to you and arrangements will be made to have your meter checked. If the meter is found to be malfunctioning, you will not be charged for the test and your bill will be adjusted to correct inaccurate readings. If the meter is found to be working properly, the Department will charge \$40 to your account to cover the cost of the test. ●



Residential Rate Information

The Miami-Dade Water and Sewer Department is proud to offer some of the lowest water and sewer rates across the country and is consistently looking for ways to provide quality service to our customers.

Since October 1, 2002, retail WASD customers have been benefiting from

the elimination of seasonal surcharges and the implementation of a consistent, simplified meter-based rate structure. The current rate structure encourages water conservation and remains low for most single and multi-family residence customers who have low to average consumption. ●



RATES Effective October 1, 2010	
Average Single Family Residential Monthly Bill (9 ccf or 6,780 gallons per month)	\$40.03

RESIDENTIAL WATER AND SEWER RATES

WATER RATES

Effective October 1, 2010

METER SIZE	MONTHLY METER CHARGES
5/8"	\$3.20
1"	\$9.41
MONTHLY WATER USAGE	\$/ccf + METER CHARGE
0 to 5 ccf	\$0.3740 per ccf
6 to 9 ccf	\$2.2450 per ccf
10 to 17 ccf	\$2.9204 per ccf
18 ccf or more	\$3.8617 per ccf

Please note that during mandatory South Florida Management District restrictions, a surcharge will apply to customers using 18 ccfs and over. For more information, visit our website at www.miamidade.gov.

SEWER RATES

METER SIZE	MONTHLY BASE FACILITY CHARGE
5/8"	\$3.25*
1"	\$9.56*

*Base facility charge is based on water meter size.

MONTHLY FLOW USAGE	\$/ccf + BASE FACILITY CHARGE
0 to 5 ccf	\$1.3838 per ccf
6 to 9 ccf	\$4.4120 per ccf
10 ccf or more	\$4.6534 per ccf

ccf: square cubic feet





Your Service

Miami-Dade Water and Sewer Department will accept requests for residential water service by telephone, at 305-665-7488, or at one of our service locations.

DOUGLAS BUILDING

3071 SW 38 Avenue, 1st Floor

SOUTH DADE GOVERNMENT CENTER

10710 SW 211 Street, 1st Floor

CALEB CENTER

5400 NW 22 Avenue, 1st Floor

In the case of a rental property, service will usually be established in the name of the tenant, except in cases where there is one meter serving more than one unit. In those cases, the owner of the property maintains service. There is a penalty for using water without applying for service. Before you move in, find out from your landlord who will be responsible for the water and sewer service.

In cases where an account has been terminated for nonpayment, where there has been consumption without an application, or a tampering violation has occurred, a new customer will need to provide proof of date of occupancy (a lease agreement or notarized letter from the property owner). ◆

Terminating or Transferring Service

You should always disconnect or transfer your service before moving from a residence. Customers may request service terminations or transfers by phone, online at www.miamidade.gov (Click on View Your Water Bill), or by visiting one of our service locations listed on the previous page.

If you are moving to a new location serviced by the Miami-Dade Water and Sewer Department, you will need to transfer your service. Just call 305-665-7488 or visit one of our offices. You will need to provide the new service address and the date you would like your current service turned off and your new service turned on. A new deposit will not be required if you have been a customer in good standing.

If you are moving to a location not serviced by our Department, then you will need to request a disconnection and provide a forwarding address for your final bill or refund.

Please note that service disconnections are done on weekdays, usually no later than noon. It may be best to request that your water be disconnected the day after your move. ◆



Billing and Payment Information

Water and sewer bills are sent to residential customers quarterly and are payable upon receipt. To ensure proper credit to your account, be sure your payment is received in our office prior to the past due date indicated in the upper left hand corner of your bill. If you need additional time to pay your bill, please call Customer Services at 305-665-7477 and press #2.

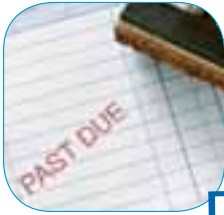
If a customer has two check payments returned for insufficient funds within a one-year period, we will only accept payments from that customer in cash, cashier's check or money order for one year. The Department may also require that you pay a deposit.

The Department knows that convenience is important to you. That is why we make it as easy as possible for you to manage your WASD account online. You can view and pay your bill online at www.miamidade.gov/wasd. Click on Pay Your Water Bill or View Your Water Bill in the menu to the left

of the screen. The website provides your current balance and allows you to view your latest bill, your payment and billing history. You can also view your consumption history and submit a disconnect or transfer order online from the website. You must have your account number to view bills online.

To pay your bill online, you have several options. You can make a one-time payment using your checking or savings account. This service is free of charge and you must have your bank account and bank routing numbers ready. You can make a one-time payment with your Master Card, Visa, American Express or Discover card. Please note the maximum payment per transaction with this method is \$400 and the credit card processing company will charge you a \$3.95 convenience fee. You can also enroll in E-Pay, an automated method of receiving and/or paying your bill online. You can also use this option to view your bill online. This service is free of charge. Visit our website at www.miamidade.gov/wasd for more details. ●





Past Due Accounts

Payment for water and sewer bills are due upon receipt. Payments received after the past due date indicated on the bill will be subject to a 10 percent late charge. If payment is not received within 10 days of the due date, service is subject to disconnection and the account may be terminated. If you need more time to pay your water bill, simply contact Customer Services at 305-665-7477 **BEFORE** your bill is overdue. You can either speak to a Water and Sewer Department representative over the phone or follow the automated system to obtain a two-week extension on your bill payment.

If service is disconnected, you will be charged disconnection and reconnection fees. If your service is terminated, your deposit will be applied to the bill and you will receive a final bill for the balance due, or, in the case of a credit balance, receive a refund.

Service will not be reinstated until the final bill is paid in full and the customer reapplies for service and pays a new deposit. You will also be unable to receive service at any other location served by the Miami-Dade Water and Sewer Department until the outstanding balance is cleared. ●



Paying Your Bill



For your convenience, the Miami-Dade Water and Sewer Department offers several ways to pay your bill:

- 1. Mail your payment to the post office box shown on the bill:**
P.O. Box 330316, Miami, FL 33233. For your convenience, a pre-addressed return envelope is included with your bill. Return the proper portion of your bill with your payment so your account will be properly credited. Please do not send cash through the mail.
- 2. Make arrangements with your bank to have your payment withdrawn directly from your account to the Miami-Dade Water and Sewer Department.**
You must ensure that you provide

the correct account number to your bank.

- 3. Pay online at**
www.miamidade.gov/wasd
- 4. Pay in person at one of our service locations:**

Douglas Building

3071 SW 38 Avenue, 1st Floor
Mon–Fri, 8:00 a.m. – 5:00 p.m.

Le Jeune Office

3575 S Le Jeune Road
Mon–Fri, 7:30 a.m. – 4:30 p.m.
Payments Only

Caleb Center

5400 NW 22 Avenue, 1st Floor
Mon–Fri, 8:00 a.m. – 4:30 p.m.

**South Dade
Government Center**

10710 SW 211 Street, 1st Floor
Mon–Fri, 8:00 a.m. – 4:30 p.m.

**Navarro Pharmacy &
Discount Store #28**

6410 NW 186 Street
305-825-3386
Mon–Fri, 9:00 a.m. – 5:00 p.m.

5. **Pay at one of our authorized
pay stations:**

Check Cashing USA #1

13825 SW 88 Street
305-752-9555
Everyday; 24 hours

Continental Pharmacy

505 SW 8 Street
305-856-2211
Mon–Sat,
8:15 a.m. – 7:00 p.m.

Check Cashing USA #14

8447 Coral Way
305-265-9503
Mon–Sat, 24 hours






Past due payments cannot be accepted at pay stations or at WASD's Downtown Office. Past due amounts should be paid at one of the Department's other offices. Payments made at an authorized pay station must be made at least three days prior to the due date to ensure sufficient processing time. ●




Billing Adjustments



You **MAY** receive an adjustment to your bill in any of these cases:

-  an incorrect meter reading
-  an over-or under-estimate
-  leakage inside the meter box
-  acts of vandalism reported to the police
-  leaks that are hidden underground or behind walls

No adjustments will be made for leaks occurring in clearly visible fixtures, such as toilets, hot water heaters, washing machines or spigots.

Please call Customer Services at 305-665-7477 or contact us online at www.miamidade.gov/wasd for additional information on the qualifications for billing adjustments. 



Pool Credits



The Miami-Dade Water and Sewer Department will give one credit during each calendar year when you have to empty your pool. The credit will be applied to the sewer portion of your bill and the amount will be based on the dimensions of your pool.

To receive a pool credit, call Customer Services at 305-665-7477 and follow the menu options. You may also

download the pool credit form at www.miamidade.gov/wasd and click on "Request Credit Adjustment". Fill out the form, making sure to indicate the dimensions of the pool. Fax the completed form to us at 786-552-8763, or mail it to Miami-Dade Water and Sewer Department, PO Box 330316, Miami, FL 33233-0316. Be sure to indicate 'pool credit' on your fax sheet or envelope. ●

Frequently Asked Questions

My water bill seems higher this quarter. Why would that be?

The most likely reason for an exceptionally high bill is a leak.

Other common reasons for a high bill include landscape watering, houseguests and construction projects.

What steps can I follow to detect a leak?

Make sure no water is running inside or outside the house (all faucets are turned off), washing machine and/or dishwasher are not running and check your water meter to see if the flow indicator is moving. Typically, the water meter is located in the front yard, near the street or sidewalk. Use a screwdriver or similar device to assist with the removal of the meter box lid. Most water meter faces have a flow indicator (a small triangular shaped red or black indicator). If it's moving, there is a leak inside your home or in the pipe leading to your home.

- check toilet(s) – most common leak and sometimes silent
- check bathroom, kitchen and outside faucets

- look for garden hoses left on or leaking
- check the sprinkler system
- make all necessary repairs

If you find no indication of a leak, but still feel that something is wrong, call Customer Services at 305-665-7477. A Customer Services representative will discuss your bill with you and determine whether the Department should conduct a high bill investigation at your service address.

Who do I call if I have a question about my bill?

Call Customer Services at 305-665-7477 for any information concerning your bill.

I forgot to pay my bill. How long do I have before my water is shut off?

Payment of your water bill is due upon receipt. Payments received by our Department after the past due date indicated on each bill will be subject to a 10 percent late charge. If payment is not received within 10 days of the due date, service is subject to disconnection and the account may be terminated.

If service is disconnected, you will be charged disconnection and reconnection

fees. If your service is terminated, your deposit will be applied to the bill and you will receive a final bill for the balance due, or, in the case of a credit balance, receive a refund.

How can I make a payment?

The Miami-Dade Water and Sewer Department provides a number of options for you to pay your bill. Customers may mail their payment in to the post office box shown on the bill, make arrangements with their bank to have payment deducted directly from their account, pay online or pay in person at a number of locations. For a full list of locations see PAYING YOUR BILL on pages 14 and 15.

When do I get my deposit back?

Your full deposit amount will be credited to your account after two years of good credit history with the Department, or at termination of service.

Who do I call if I have a leak?

The Miami-Dade Water and Sewer Department is not responsible for leaks that occur on private property. If you are unsure about who would be responsible for a leak, or to report a leak outside of your property or inside the meter box, call the Communications Center at 305-274-WASA (9272).

Who do I call about a water main break or a fire hydrant leak?

To report a broken water or sewer pipe, or fire hydrant leak, call WASD's Communications Center as soon as possible at 305-274-WASA (9272). Emergencies may be reported at this number 24-hours a day, seven days a week.

How can I save on my water bill?

Conserve water and watch your bill go down. High bills are usually caused by excessive consumption and leaking plumbing fixtures such as toilets and faucets. We can all save by being vigilant for leaks, adjusting our behavior and installing water efficient devices.

For ways to conserve water, see CONSERVATION TIPS starting on page 6. ●





What Phone Number Do I Call To...

get general information on water conservation, alternative water supplies and outreach efforts

Waterline305-448-SAVE

*find a payment location?**

Customer Services305-665-7477

*get information on a disconnection?**

Customer Services305-665-7488

get new lateral installation, construction or renovation approval?

New Customer786-268-5270

*get information on water restrictions?**

Public Affairs786-552-8088

*request application forms for water-use efficiency projects?**

Water-Use Efficiency786-552-8974 or call 3-1-1

get information on a final notice received in the mail?

Customer Services305-665-7477

make payment arrangements?

Customer Services305-665-7477

*make a complaint or inquiry about a WASD construction project?**

Complaint Line786-552-8970

report a broken water main, sewer main, or fire hydrant?

Communications Center305-274-9272

report an emergency after normal work hours?

Communications Center (24 hours)305-274-9272

report a broken manhole?

Communications Center305-274-9272



report low water pressure?

Communications Center305-274-9272

report an open manhole?

Communications Center305-274-9272

report a problem or ask a question about my bill?

Customer Services.....305-665-7477

report a backed up or clogged toilet?

Communications Center305-274-9272

report tampering?

Tampering Unit.....786-552-8510

report water quality problems?

John E. Preston Water Treatment Plant
(North of SW 8th St).....305-520-4738

Alexander Orr, Jr. Water Treatment Plant305-275-3170
(South of SW 8th St)

Communications Center (24 hours)305-274-9272

report problems after hours at a pump station? (lights on, alarm ringing)

Communications Center305-274-9272

*request a pool credit?**

Customer Services.....305-665-7477

*transfer my account to a new address?**

Customer Services.....305-665-7477

*apply for a two-week extension on my bill?**

Customer Services.....305-665-7477



*Customers may get this information or fill out forms for these services online.

Log on to www.miamidade.gov/wasd.

Go to Buildit.miamidade.gov – a "one-stop" that ties together the facts, tools and resources most customers need to complete a building project.



Delivering Excellence Every Day

Water and Sewer
3071 SW 38 Avenue
Miami Florida 33146

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Si Usted quiere recibir este folleto en Español, por favor llame al teléfono 786-552-8088.