



# All You Need To Know

ABOUT YOUR  
MIAMI-DADE WATER AND  
SEWER DEPARTMENT



Daniella Levine Cava  
Mayor



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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."

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# WELCOME

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


Our goal is to serve you, the residents of Miami-Dade County, by providing high quality water and wastewater services, protecting public health and 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 [miamidade.gov/water](http://miamidade.gov/water)

## **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 more than 2,500 staff and providing direct service to more than 444,000 customers with annual operating revenues of more than \$889 million. In addition, the Department provides water and wastewater service to the unincorporated areas of Miami-Dade County, wholesale water service to 15 municipalities and wholesale wastewater service to 14 municipalities.

Our Department draws approximately 300 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 210,000 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 Plan. 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, using the Floridan Aquifer as an alternative water supply, a comprehensive water-use efficiency plan and a water loss reduction program. For more information about the Water-Use Permit, visit our website at [miamidade.gov/water/water-use-permit.asp](http://miamidade.gov/water/water-use-permit.asp)

# WATER-USE EFFICIENCY PLAN

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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 larger effort to improve management of traditional water resources, encourage the development of alternative water supplies and increase the efficiency of our current water use.

Water conservation initiatives were created for residents and businesses to use water more efficiently. These programs are available to all Miami-Dade County residents who meet the established criteria.

## **WATER CONSERVATION INCENTIVES**

- Landscape Irrigation Rebate Program
- High Efficiency Fixture Rebate Program including toilets (HET), faucets (HEF) and showerheads (HES)
- Senior High Efficiency Toilet Rebate Program
- Lodging Facilities High Efficiency Rebate Program
- High Efficiency Showerhead and Retrofit Kit Exchange Program
- High Efficiency Lightbulb and Showerhead Exchange Program
- Student Outreach Education
- Residential Outreach Education

Applications for rebate programs are available at [miamidade.gov/waterconservation](http://miamidade.gov/waterconservation) or by calling 786-552-8972. Mail completed application with 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  
[miamidade.gov/waterconservation](http://miamidade.gov/waterconservation) 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. Simply bring your old showerhead to any of the following three WASD locations:

<b>Joseph Caleb Center</b>	<b>South Dade Government Center</b>	<b>Douglas Road Customer Service Center</b>
5400 NW 22nd Ave, Suite #102	10710 SW 211 St 1st Floor	3071 SW 38 Ave 1st Floor
Monday – Friday 8 a.m. – 4:30 p.m.	Monday – Friday 8 a.m. – 4:30 p.m.	Monday – Friday 8 a.m. – 4:30 p.m.

# CONSERVATION TIPS

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## **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 a.m. or after 4 p.m. For odd-numbered addresses, water on Wednesdays and Saturdays. For even-numbered addresses, water on Thursdays and Sundays. Also, be sure your sprinklers are positioned to water your lawn and not the pavement. Check [miamidade.gov/waterconservation](http://miamidade.gov/waterconservation) 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

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WASD bills and measures the amount of water used in hundreds of cubic feet (ccfs). As a convenience, the number of gallons used is also calculated and printed on the bill. To determine water usage or consumption, simply subtract the previous meter reading from the current meter reading.

## **HIGH BILLS, METER TESTING AND READING VERIFICATIONS**

WASD routinely investigates the occurrence of a high water bill, checks for leaks at the meter and possible defective meters. You may call the Customer Service Unit at 305-665-7477 to discuss your bill and request an investigation or a meter reading verification. An initial investigation consists of an examination of the water meter, meter box and an observation of leaks on your property. This investigation will be completed at no cost if you have received an unusually high bill or your water consumption has increased fifty percent or greater than your average quarterly water consumption. A meter reading can be verified at no cost if your water consumption has increased a minimum of twenty-five percent.

A certified meter test can be performed in the event the meter is believed to be defective and providing incorrect readings. There is no cost for this test if the meter is tested and found to be defective. A billing adjustment would then be made to correct up to two prior billing cycles. However, in the event the meter is found to be working properly, you will be billed a fifty dollar (\$50) charge or more depending on the size of the meter for the cost of testing. The form to request a certified meter test can be found on our website at [miamidade.gov/water](http://miamidade.gov/water) or by calling 305-665-7477.

# RESIDENTIAL RATE INFORMATION

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WASD 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, WASD retail 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 9, 2017

[miamidade.gov/global/water/rates.page](http://miamidade.gov/global/water/rates.page)

# YOUR SERVICE

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**Customer Service Call Center: 305-665-7477**  
**Open: 8 a.m. - 7 p.m.**

You may request to have your water service started online at [miamidade.gov/water](http://miamidade.gov/water), calling 305-665-7477 or by visiting one of our service centers below.

## **Douglas Building**

3071 SW 38 Ave,  
1st Floor, Miami, FL 33146  
305-665-7477  
Monday-Friday  
8 a.m. - 4:30 p.m.

## **South Dade Government Center**

10710 SW 211 St, Suite 105  
Miami, FL 33189  
Monday-Friday  
8 a.m. - 4:30 p.m.

## **Joseph Caleb Center**

5400 NW 22nd Ave,  
Suite #102  
Miami, FL 33142  
Monday-Friday  
8 a.m. - 4:30 p.m.

If you are a tenant of a rental property, you should verify with your landlord who will be responsible for the water and sewer service prior to moving since there is a penalty for using water without applying for service at WASD. Generally, if the rental property is individually metered, a tenant may establish an account in their name. The Department requires the owner of the property to maintain the account when one meter serves more than one unit.

You will need to show proof of your date of occupancy (a copy of your lease agreement, notarized letter from the property owner or closing statement) to avoid paying outstanding balances on a property that has been recently terminated for non-payment or active water usage without a request for service. All tampering violation(s) and any liens on the property must be paid for a start service request to be completed.

# STOPPING OR TRANSFERRING SERVICE

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You may request to stop or transfer your water and sewer service online through your account portal at [miamidade.gov/water](http://miamidade.gov/water), calling 305-665-7477 or by visiting one of our service centers. Either of these requests should be made prior to moving from your current property.

You can transfer your water and sewer service account if you are moving to a location that is also serviced by WASD. You will need to provide the current service address and the date service is to be stopped, the new service address and the date the new service is to be turned on. A deposit will not be required if you are in good standing with your existing WASD account.

Service needs to be stopped when you are moving from your current property to a location not serviced by WASD. A forwarding address will be needed at the time of the request for the final bill and/or your deposit refund to be mailed. Stop service requests are completed 8 a.m. – 4:30 p.m., Monday through Friday excluding holidays. We suggest that you have the service stopped the day after you are completely moved from the property.

# BILLING AND PAYMENT INFORMATION

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Water and sewer bills are typically sent to residential customers on a quarterly basis. WASD has also introduced a self-service feature on its website that provides access to account information upon user account registration. This new, streamlined process provides customers the ability to view their WASD account information 24 hours a day.

Currently, customers can view historical water consumption, past bill amounts, online paper bill, comparison of water consumption to wastewater consumption, and an archive of the previous two years of account bills, as well as opt to participate in a paperless billing option. Soon, customers will be able to complete many transactional requests through the self-service application as opposed to calling the Customer Care Center. We suggest that your payment be received prior to the due date of the bill to avoid the assessment of late charges.

Two occurrences of returned checks within a year will restrict your payment methods to cash, cashier's check or money order for one year and a deposit may also be required. Prior to a bill becoming past due, you may request a payment extension which will allow additional time for you to pay your bill. You can log into the account portal at [miamidade.gov/water](http://miamidade.gov/water) using our automated virtual assistant (AVA) or by calling Customer Service at 305-665-7477 and selecting our automated payment extension feature or speak with a Customer Service Representative, or by visiting one of our service centers. To make billing and payment information readily available, you may view your information or make payments online through your account portal at [miamidade.gov/water](http://miamidade.gov/water). Account and payment information is also easily accessible by using our automated system at 305-665-7477. Both methods are available to you 24 hours a day, 7 days a week.

# PAST DUE ACCOUNTS\*

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Your WASD account is considered past due if payment is not received within 21 days from the billing date. After the 21st day, a 10 percent late fee will be assessed and applied to your account. A final notice will be sent to you. If payment is not received within 14 days once the account becomes past due, then your water service is scheduled for disconnection. After disconnection and an additional 7 days, your account will be closed and your account deposit is applied to your account. A final bill is generated with the remaining balance due or a refund issued in the case of a credit balance.

In cases where the water service has been disconnected but the account has not been terminated, a disconnection and reconnection fee will be charged to your account and is payable on your next bill. To have water services reinstated after the account has been terminated, you must pay all outstanding balances plus a newly assessed account deposit in full. Connection charges will be reflected on your next WASD bill.

\*Disconnection of service and late fees due to non-payment are temporarily suspended. However, we encourage you to pay your balance by the due date if feasible. Otherwise, to avoid accumulating multiple bill balances, we encourage you to pay what you can.

# PAYING YOUR BILL

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For your convenience, WASD offers several ways to pay your bill:

## **1. PAY ONLINE/MOBILE:**

[miamidade.gov/water](http://miamidade.gov/water)

Available 24 hours a day, 7 days a week

Our website offers you three convenient ways of paying your bill online. The first option is at no cost to you and is a one-time payment made by withdrawing payment from your checking or savings account. The second alternative is to pay using your Visa, Master Card, American Express or Discover credit card. A convenience fee of \$3.95 per transaction will apply. Your third choice is free of charge and your enrollment allows you to receive your WASD bill electronically and/or have your bill automatically paid from your checking or savings account.

## **2. PAY BY PHONE:**

Call toll-free 1-800-565-1800 to pay by debiting your checking or savings account. Call toll-free 1-800-510-0880 to pay by credit card. Available 24 hours a day, 7 days a week

You can make payments with your Visa, Master Card, American Express or Discover Card. Please note this method has a \$3.95 convenience fee per transaction.

## **3. PAY USING ONLINE BANKING:**

Online bill pay automatically withdraws your bill payment from your bank account. Please contact your banking institution to set up your account to automatically pay your WASD bill.

#### 4. PAY BY MAIL:

Mail your payment: PO BOX 026055 Miami, FL 33102-6055

To ensure that your payment is properly credited to your account, please include the lower portion of your bill with your payment in the pre-addressed return envelope that was mailed with your bill.

#### 5. PAY BY CALLING OUR

contact center: 305-665-7477 8 a.m. - 7 p.m. Monday - Friday (excluding holidays)

#### 6. PAY IN PERSON AT OUR FULL SERVICE CENTERS:

##### **Douglas Office**

3071 SW 38 Ave  
Miami, FL 33146  
Monday - Friday  
8 a.m. - 4:30 p.m.

##### **South Dade Government Center**

10710 SW 211 St  
Miami, FL 33189  
Monday - Friday,  
8 a.m. - 4:30 p.m

##### **Joseph Caleb Center**

5400 NW 22nd Ave,  
Suite #102  
Miami, FL 33142  
Monday - Friday  
8 a.m. - 4:30 p.m.

#### 7. PAY BY CASHIERS ONLY:

##### **LeJeune Office**

3575 S. LeJeune Road  
Miami, FL 33146  
Monday - Friday  
8 a.m. - 4:30 p.m.

#### 8. PAY AT ONE OF OUR AUTHORIZED PAY STATIONS

##### **Continental Pharmacy**

505 SW 8th St  
Miami, FL 33130  
305-856-221  
7 days a week, 8 a.m. - 10 p.m.







Past due bills should be paid at one of our service centers to have your payment applied in a timely manner. Please allow at least three days for processing time when payments are made at any of the authorized pay stations.



# BILLING ADJUSTMENTS

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Customers may qualify to receive an adjustment to their bill in the following cases:

-  A high bill due to a leak that was concealed or underground
-  An act of vandalism reported to the police
-  An over or underestimated reading
-  An incorrect meter reading
-  A leak inside the meter box repaired by WASD
-  A pool that has been recently emptied and refilled

Adjustments will not be made for leaks occurring in fixtures such as toilets, faucets, hot water heaters, washing machines or spigots. No credits will be issued for repairs related to the meter if the department doesn't make the repairs.

One credit will be given each calendar year after your pool is emptied. The credit will be applied to the sewer portion of your bill and the amount will be based on the dimensions of your pool.

Please visit our website at [miamidade.gov/water](http://miamidade.gov/water) to learn more about the items mentioned above, obtain a copy of a form and procedure to submit your completed forms.

# 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 Service at 305-665-7477. A Customer Service 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 Service 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 DO I MAKE A PAYMENT?**

WASD 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 deduction 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?**

WASD 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...

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

**find a payment location?\***

Customer Service..... 305-665-7477

**get information on a disconnection?\***

Customer Service 8 a.m. - 7 p.m..... 305-665-7477

**get new lateral installation, construction or renovation approval?**

New Customer.....786-268-5360

**get information on water restrictions?\***

Public Affairs.....786-552-8088

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

Water-Use Efficiency.....786-552-8974 or call 3-1-1

**get information on a final notice received in the mail?**

Customer Service..... 305-665-7477

**make payment arrangements?**

Customer Service..... 305-665-7477

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

Complaint Line..... 786-552-8970

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

Communications Center.....305-274-9272

**report an emergency after normal work hours?**

Communications Center (24 hours).....305-274-9272

**report a broken manhole?**

Communications Center (24 hours).....305-274-9272

**report a problem or ask a question about my bill?**

Customer Service..... 305-665-7477

**report a backed up or clogged toilet?**

Communications Center.....305-274-9272

**report tampering?**

Tampering Unit ..... 305-665-7477

**report water quality problems?**

**John E. Preston Water Treatment Plant**

(North of SW 8th St)..... 786-552-4738

**Alexander Orr, Jr. Water Treatment Plant**

(South of SW 8th St).....786-552-4181

**Communications Center (24 hours)**.....305-274-9272

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

Communications Center.....305-274-9272

**request a pool credit?\***

Customer Service..... 305-665-7477

**transfer my account to a new address?\***

Customer Service ..... 305-665-7477

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

Customer Service ..... 305-665-7477

\*Customers may get this information or fill out forms for these services online. Log on to [miamidade.gov/water](http://miamidade.gov/water)

