

Pipeline

Fall 2017

MIAMI-DADE COUNTY Newsletter
For Customers of the Miami-Dade Water and Sewer Department



MIAMI-DADE COUNTY

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QUALITY. VALUE. ECONOMIC GROWTH.

WWW.MIAMIDADE.GOV/WATER



Miami-Dade County provides equal access and equal opportunity in employment and services and does not discriminate on the basis of handicap.

It is the policy of Miami-Dade County to comply with all the requirements of the Americans with Disabilities Act.

For questions concerning your account, please contact:
Customer Service: 305-665-7477
Hours: 8 a.m. - 4:30 p.m.
Internet: www.miamidade.gov/water

WASD's water plants remained working and delivering safe drinking water before, during and after Hurricane Irma

The department implemented its extensive emergency protocol prior to Hurricane Irma making landfall and as a result, WASD customers never lost service. The department also never had to issue a Precautionary Boil Water Order. Once the weather permitted crews to get back in the field, staff immediately mobilized to repair localized water mains that were damaged by uprooted trees. Employees also used WASD Vac trucks to remove flood water from Vizcaya's basement to decrease damage to the museum. As local repairs continued to be resolved, WASD deployed staff to deliver a tanker of safe drinking water to the Keys, as well as to aid in repairing damaged infrastructure.



WASD billing update following Hurricane Irma

Miami-Dade County may have been spared a direct hit from Hurricane Irma, but the Miami-Dade Water and Sewer Department (WASD) is committed to assisting the community as residents continue to recover from the damage that was sustained. The department will waive late fees for bills not paid by the due date and will not disconnect water services through Oct. 30, 2017. The regular billing process will resume on Oct. 31.

In limited instances where our meter readers are unable to get actual readings from meters covered with debris or other obstructions, we will be estimating

those customers' bills based on previous consumption during this billing cycle only.

Our customer service call center is handling larger call volumes and callers may experience longer than normal wait times. We ask for your patience as we remain committed to assisting all our customers. We also encourage our customers to use our website, www.miamidade.gov/water, to get answers to frequently asked questions and use the services we offer online, including starting, stopping and transferring services, and bill payments.



Did you know...

It takes 1,800 gallons of water to make a single pair of denim jeans?

It's The Law!

In Miami-Dade County, watering outdoors is not allowed from 10 a.m. to 4 p.m. daily.

Residents and businesses with odd-numbered addresses can water on Wednesday and Saturdays. Those with even numbered addresses can water on Thursdays and Sundays.

For questions concerning your account, please contact our Customer Service Call Center 305-665-7477

Monday - Friday
8 a.m. - 7 p.m.

or visit us online

www.miamidade.gov/water

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WASD simplifies water connection fee procedure to facilitate business openings, expansions

The Miami-Dade Water and Sewer Department (WASD)'s multi-billion Capital Improvement Program (CIP) is an economic engine that will bring more than 16,000 jobs to the community within the next 10 years, increases service capacity that will support more businesses to open/expand in Miami-Dade County, and improve the reliability and sustainability of the water and sewer system.

Through a directive sponsored by the Miami-Dade Board of County Commissioners, WASD - in an effort to foster economic growth to the County by generating \$24.9 billion in

positive economic output, has recently instituted a new policy that will assist new and expanding businesses. It provides the opportunity for property and business owners to pay connection charges as installments for up to a year.

"Just as we are looking to upgrade and modernize our water and sewer systems, WASD wants to improve our internal procedures to facilitate progress for business owners. We are happy to implement this process as it may be beneficial for the success of their business plan," said WASD Director Lester Sola.

For more information, review the payment arrangement guidelines: <https://www.miamidade.gov/water/construction-new-service.asp>



"Can the Grease" and practice "No Wipes in the Pipes" this holiday season!



The holidays are only weeks away. So, whether you've been naughty or nice, give yourself the gift of clean sewer pipes this holiday season. The Miami-Dade Water and Sewer Department (WASD) and the Regulatory and Economic Resources Department (RER) would like to remind you this holiday season not to dump cooking grease or oil down your kitchen drain. In doing so, you'll help protect the environment and avoid a potentially costly repair bill.

Grease and oil poured into a kitchen or other drain, even a toilet, can harden inside your home's plumbing pipes. This can lead to a clog and sewage backing up into your home - something nobody wants at any time, let alone during the holidays.

And if the blockage in your pipes is bad enough, you may have to call someone to your home for a costly repair that can become even

more expensive if it is during the holidays.

To avoid this, don't empty oil or grease into your kitchen sink, even if you have a waste disposal system. Instead, pour your used grease and oil into a metal can or a heat resistant oven bag, let it cool a few minutes, and then throw it in the trash. To further reduce the amount of grease that enters your home's pipes, be sure to scrape or wipe as much food as possible off dishes and pans before putting them to wash in the sink or dishwasher. For more information on how you can "Can the Grease," visit, www.miamidade.gov/water/can-the-grease.asp

Another significant problem that each of us can help reduce is to no longer dispose of wipes down your toilet. Even those brands that claim to be "flushable" do not disintegrate fast enough before clogging the pipes or damaging equipment at WASD's pump stations and treatment plants.

In fact, in 2016 there were nearly 700 incidents that resulted in close to a half million dollars in labor and repairs to equipment pipes and pumps. If each person changed a few habits, they could lead to long standing improvements.