

# PIPELINE

Spring 2018

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



**MIAMI-DADE COUNTY**

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**Miami-Dade Water and Sewer**  
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Director

## WASD warns customers to pay bill through department website, avoid non-authorized third party companies

**The Miami-Dade Water and Sewer Department (WASD) works each day to provide the highest quality drinking water to its 2.3 million customers, as well as ensuring the safety of its customers' account information.**

That's why the department is advising that should customers choose to pay their bills online that they begin the process straight from WASD's website – [www.miamidade.gov/water](http://www.miamidade.gov/water) and select the option Pay Water Bill.

An unauthorized and unapproved third party payment company is advertising its services online and inappropriately using the Miami-Dade County logo and WASD website images on their webpage," warned WASD Director Kevin Lynskey. "Customers wishing to pay online should only do so through the WASD website."

When WASD customers use the department's authorized payment vendor, the customer's account and payment history is automatically and instantly updated. If a non-authorized company waits too long between processing the payment and delivering it to WASD, a customer could risk being assessed a late fee or even having their service disconnected.

In addition to paying with a credit card, customers can always pay by mail, phone, in person at a WASD office or approved privately-owned pay stations. More information on payment options can be found here.



## WASD Releases Annual Water Quality Report

WASD released its 2017 Water Quality Report-also known as the Consumer Confidence Report (CCR). The CCR provides a snapshot of drinking water quality each year based on the prior year's testing results. WASD staff works 24-hours-a-day, year-round to ensure that high quality drinking water is available to its customers.

Every water utility in the United States is required by the U.S. Environmental Protection Agency (EPA) to produce an annual CCR and make available to each of its billed customers by July 1st. To view the CCR, click here.



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[WWW.MIAMIDADE.GOV/WATER](http://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. - 7 p.m.  
(excluding holidays)  
Internet: [www.miamidade.gov/water](http://www.miamidade.gov/water)



## Did you know...

That the average faucet flows at a rate of 2 gallons per minute? You can save up to four gallons of water every time you brush your teeth by turning off the faucet.

## April is Water Conservation Month

April is considered the month for the height of dry season in South Florida and for that reason it has been designated as Water Conservation Month. This is the time when decreased rainfall and peak water demands puts stress on regional water supplies. There are several simple and common sense actions each of us can take that when added up throughout the year can make a tremendous difference on our limited water supply.



The first is to adhere to Miami-Dade County's permanent watering restrictions. No lawn irrigation is allowed between 10 a.m. and 4 p.m. Odd-numbered addresses

may water on Wednesdays and Saturdays either before 10 a.m. or after 4 p.m. Even-numbered addresses may water their lawn on Thursdays and Sundays during the same time frames.

Replacing old toilets and showerheads with high-efficiency models also will dramatically cut down on each household's consumption. Changing little habits is more than a drop in the bucket. Miami-Dade County residents have made some significant improvements in water consumption by taking advantage of the department's conservation tips and rebates. In just the last five years, Miami-Dade County residents have reduced their per capita water consumption from 158 gallons per day to 141 gallons per day.

## May 6-12, 2018 is Drinking Water Week

For more than 35 years, the American Water Works Association (AWWA) and its members have celebrated National Drinking Water Week. This year, the event is from May 6-12 and serves as a unique opportunity for both water professionals and the communities they serve to join to recognize the vital role water plays in our daily lives. Having clean, safe reliable drinking water far exceeds filling a glass of water straight from the faucet.



Without a safe water source, the public health, fire protection, the economy and the community's quality of life would all be jeopardized. This year's theme is Protect the Source. In the case of Miami-Dade County, ground water is primarily withdrawn from the Biscayne Aquifer. The Biscayne Aquifer is located just below land surface in South Florida. It is made from porous rock with tiny cracks and holes. Rain water then seeps in and fills these tiny cracks and holes.

The Miami-Dade Water and Sewer Department (WASD) also plays a role in ensuring the water used to drink, cook with and manufacture with is safe. WASD is proud of the water it delivers to the more than 2.3 million people each day in Miami-Dade County. The department is the largest utility in the Southeastern United States and ninth largest water utility in the nation. WASD tests its water more than 320,000 times annually and the County's water meets or exceeds all local, state and federal requirements.

For more information about the department's water source, read about the Biscayne Aquifer here.

## 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](http://www.miamidade.gov/water)

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## Adopt-A-Tree, exchange your showerheads and lightbulbs



The Adopt-a-Tree program provides Miami-Dade single-family or duplex homeowners with two FREE trees every year, even if they have adopted trees in previous years. The next event is 9 a.m. to noon Sunday, June 3 at AD Barnes Park located at 6731 SW 33 St. Single-family homeowners adopted more than 195,000 trees since the program's inception in 2001. Residents can also exchange two showerheads for new, free, high efficiency showerheads and three incandescent lightbulbs for high efficiency CFLs that will save water and energy. All events will take place from 9 a.m. - 12 p.m., rain or shine.

For more information, email [adoptatree@miamidade.gov](mailto:adoptatree@miamidade.gov) or call 305-372-6784.