

Pipeline

Summer 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. - 7 p.m.
(excluding holidays)
Internet: www.miamidade.gov/water

July is Smart Irrigation Month

Outdoor irrigation accounts for up to 50 percent of water use in Florida, and up to 50 percent of the water applied to lawns is lost to evaporation. To conserve as much of our precious water as possible, we must be vigilant especially when watering our lawns to make every drop count.



For this reason, the Irrigation Association has named July "Smart Irrigation Month." This July, take a few minutes to identify ways that you and your family can become more water efficient and still maintain beautiful yards and landscaping. One such way to save water and money is to take advantage of the Miami-Dade Water and Sewer Department's free evaluations of single family homes and large property irrigation systems, which provide recommendations to improve your yard and reduce water use.

Rebates can be earned if recommendations are implemented as a part of the Landscape Irrigation Rebate Program. The evaluation will detail to the property owner how to make their irrigation system more water-efficient.

Homeowners who implement the recommendations and provide verification of the retrofits will qualify for up to \$500 in rebates, per fiscal year for up to five years. Homeowners do not need to implement all recommendations at once to be eligible for rebates.

They can implement the retrofits for what works best for their system and their budget.

For more information on this and other water conservation programs, go to: www.miamidade.gov/waterconservation.

Meet WASD's 24-hour employee – A.V.A.

She doesn't take a lunch break and she is never late to work. That's because A.V.A. – Automated Virtual Assistant – works around the clock. Based on the IBM Watson program, WASD implemented a virtual intelligence chat feature that is available to customers 24 hours a day. This chat feature allows customers to request bill pay extensions, receive general department information and provides direct weblinks to payment option functions and WASD Frequently Asked Questions (FAQs).

Being able to complete these simple requests without having to speak to a WASD representative, decreases phone wait time and allows for employees to assist customers with more complex questions.

To begin a chat with A.V.A., go to www.miamidade.gov/water.



Are you ready? We are!

Even life-long South Florida natives can brush up on Hurricane Prep tips. WASD works year-round to ensure they can provide reliable water and sewer service in the event of any emergency, weather-related or not. Take a few minutes to review the Miami-Dade County Hurricane Guide at <http://www.miamidade.gov/hurricane/> to find out when you should do what, where to go if necessary and how to keep you, your family and your property safe in case of a storm. As always, we remain ready. For tips and updates about and during storm events, search for the hashtag, #WASDStormPrep on WASD's social media accounts for the latest department information.

WE'RE PREPARED. ARE YOU?

Miami-Dade Water and Sewer Department works 24/7 to ensure that all Miami-Dade County residents have reliable water service before, during and after a storm.

Invest in water storage containers and fill them up with Miami-Dade water before the storm.

- One gallon a day per person for three days.
- Cats and dogs need one gallon for three days.

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[f](https://www.facebook.com/wasd) [t](https://twitter.com/wasd) [i](https://www.instagram.com/wasd) [y](https://www.youtube.com/wasd)

#wasdstormprep

Did you know...

the Miami-Dade Water and Sewer Department (WASD) earned eight National Association of Counties (NACo) Awards out of the 38 awarded to Miami-Dade County, which was the most wins of any County in the state of Florida? Of the eight, five of the awards were submitted under the category of Information Technology of the County's 15 wins in this group, which was the most wins of any County in the nation. After further review and consideration, two of WASD's winning submissions received additional recognition by meeting the high criteria of the organization's designation of being a 100 Brilliant Ideas at Work initiative. Both of these submissions revolved around customer service, a topic the department strives to improve upon daily.

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's CIP continues to progress and improve Miami-Dade County's infrastructure

WASD is more than half way through its fourth year of the largest Capital Improvement Program (CIP) in County history and continues to make great strides that will improve service delivery, fire suppression capabilities, as well as water conservation. These improvements and upgrades will allow for future population growth and takes into consideration projections for sea-level rise and storm surge.

So far WASD has:

- invested in more than \$772 million worth of projects and upgrades within the first three years of the CIP
- created nearly \$1.1 billion in assets for the department
- completed 775 projects on time or ahead of established deadlines
- 861 projects in various states of progress.

To learn more about CIP related business opportunities, visit the WASD CIP page:

<http://www.miamidade.gov/water/capital-improvements-plan.asp>.



Adopt – a – Tree, exchange your showerheads and lightbulbs

Trees reduce air-conditioning costs by providing shade, while a good landscape improves a home's appearance. Trees also help increase a property's real estate value and reduce flooding by absorbing excess rain water. They also help to remove significant amounts of carbon dioxide from the air every year. Carbon dioxide is considered to be a leading factor affecting climate change.

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. 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 or call 305-372-6784.

EVENT DATES

Saturday, July 8

Harris Field Pavillion
1034 NE 8 Street
Homestead, FL 33030

Saturday, September 16

Amelia Earhart Park
401 East 65 Street
Hialeah, FL 33014

2017 trees include: Mango, Soursop, Orange Geiger Pigeon Plum and Krug's Holly. Not all trees may be available at each event.

