

Pipeline



Newsletter

For Customers of the Miami-Dade Water and Sewer Department



MIAMI-DADE COUNTY

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Property Appraiser

Alina Tejeda Hudak
County Manager

Robert A. Cuevas Jr.
County Attorney

John W. Renfrow, P.E.
Director

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/wasd

New Year, new website address



In an effort to make it easier for users to find the information they are looking for, the Water and Sewer Department changed its web address from www.miamidade.gov/wasd to www.miamidade.gov/water.

The changes are effective February 1st.

WASD is about Quick Response (QR)

WASD constantly looks to take advantage of new technology that will increase and improve service to its customers. The department is introducing QR codes to its documents to assist customers access information at any time with their smart phone. A QR code, abbreviated for Quick Response code, is a type of matrix barcode that allows fast readability and comparatively large storage capacity. Owners of smart phones can download a free QR reader from the app store that scans the QR codes that will then automatically take them to the WASD website.



Did you know...

A leak the size of a standard pencil eraser can mean the loss of 1,181,500 gallons in just three months – or enough to fill an average-sized swimming pool 78.7 times? This can quickly translate into a high bill. (Assumption: the average swimming pool holds 15,000 gallons.)



Water Conservation Surcharge

Since April 2009, as part of a series of water conservation initiatives, the Miami-Dade County Board of County Commissioners approved permanent year-round landscape irrigation restrictions to better protect the County's water resources. In an effort to encourage water customers who consume large quantities to conserve water, the Commissioners also approved the "Miami-Dade County Water Conservation Surcharge" in FY 2008-2009. The surcharge is applied by the County only when the South Florida Water Management District imposes water restrictions by phase or if the District's permanent "Year-Round Landscape Irrigation Rule" is in effect. At this time, the District has in effect the "Year-Round Landscape Irrigation Rule" throughout South Florida, therefore, the County is applying the "MDC Water Conservation Surcharge." For more information, [click here](#).

Can the Grease

The Miami-Dade Water and Sewer Department encourages residents not to dump cooking grease or oil down their 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. If the blockage in your pipes is bad enough, you may have to call someone to your home for a costly repair.



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.