

Pipeline

Winter 2014

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



MIAMI-DADE COUNTY

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Clerk of Courts

Carlos Lopez-Cantera
Property Appraiser

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/water

Joint government project results in first Reverse Osmosis Water Treatment Plant

The Miami-Dade Water and Sewer Department (WASD) partnered with the City of Hialeah to construct the first Reverse Osmosis Water Treatment Plant in WASD's service area. This plant, which recently opened, represents the department's commitment to utilizing alternative water supply opportunities for present and future customers as required by the South Florida Water Management District. The plant treats water from the Floridan Aquifer rather than the Biscayne Aquifer. Currently, the plant provides an additional 7.5 million gallons of water a day (mgd) for customers and at full operation will contribute as much as 17.5 mgd.



Make a resolution to not flush money down the toilet in 2014

Miami-Dade County Single-family residential property owners or tenants, as well as multi-family property owners can replace older-model toilets with High-Efficiency models and receive a \$50 rebate with the purchase and installation of a WaterSense-certified High-Efficiency toilet. To qualify, the residential property must have been built prior to 1996.

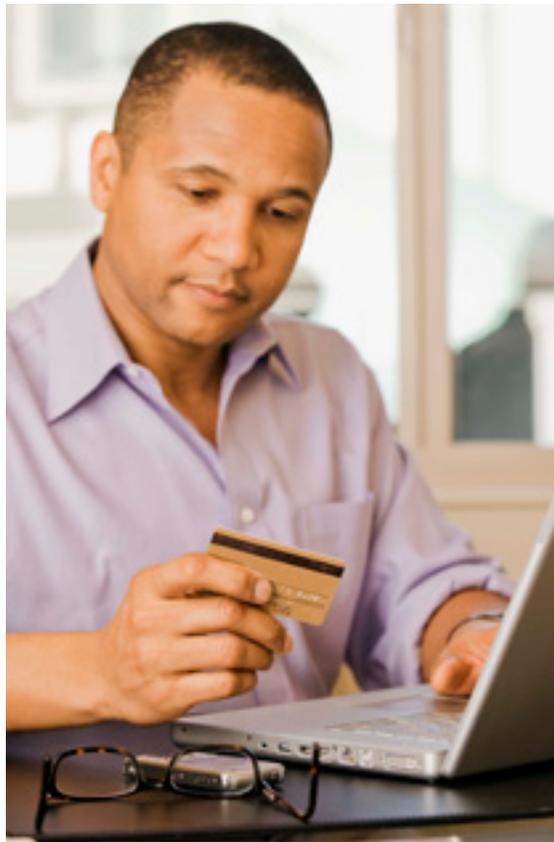
A high-efficiency toilet is defined as a toilet that uses just 1.28 gallons per flush (GPF) or less. Toilets installed prior to 1992 use from 3.5 to 6 GPF. A household can save more than 4,000 gallons a year with a high-efficiency toilet. A family of four will save more than \$90 per year in reduced water bills and \$2,000 over the course of the toilet's lifetime.

For more information on this and other WASD rebates, go to www.miamidade.gov/conservation.

Did you know...

That in the course of providing water and sewer services to more than 2.3 million people in 2013, WASD also:

- ✓ cleaned 2,199,294 feet of sanitary sewer pipes
- ✓ inspected another 1,252,427 feet of gravity mains
- ✓ and with Pipe Diver equipment conducted 20.5 miles of Force Main (PCCP) inspection for condition assessment of the system's sewer pipes.



Go Paperless in 2014

The Miami-Dade Water and Sewer Department (WASD) offers numerous ways for customers to pay their water bills electronically, which is convenient and can be done from any computer at any time of the day.

One such option is ePayBill, a convenient service that enables the customer to:

- Reduce the amount of time you spend writing checks
- Save on postage costs
- Never worry about a payment being lost in the mail
- Eliminate the need to wait in line at payment centers

Once a bill is produced, the customer receives an email that links the electronic Water & Sewer Bill. You can view and pay your current bill, as well as review your previous billing statement beginning with your enrollment date. ePayBill utilizes secure log-ons and industry standard encryption to ensure that all of your personal and account information is protected.

Express Pay

You can also make a one-time payment using a checking or savings account. This service is free of charge and you must have your bank account and bank routing numbers ready.

Pay with Credit Card

You can make a one-time payment with you Master Card, Visa, American Express or Discover Card. Please note the maximum payment per transaction with this method is \$400 and the credit card processing company will charge you a \$3.95 convenience fee.

E-Pay Water Bill

You can also enroll in e-Pay, an automated method of receiving your bill online. You can also use this option to view your bill online. This service is free of charge.

In the last year, the department has seen a 6.1 percent increase of electronic payments, which now accounts for nearly 57 percent of the Department's accounts being paid electronically. Customers opting to utilize the paperless billing option has also grown in the last year by 3.55 percent.

For more information about your online bill paying options or to sign up for a service, please go to www.miamidade.gov/water.