

Pipeline

Winter 2018

MIAMI-DADE COUNTY

Newsletter

For Customers of the Miami-Dade Water and Sewer Department



MIAMI-DADE COUNTY

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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

WASD Recaps 2017 and Looks Forward to a Productive 2018

As 2017 concludes and 2018 begins with a clean slate, the Miami-Dade Water and Sewer Department (WASD) reflects on the department's accomplishments for the past year and looks forward to what can be achieved within the next 12 months.

- WASD has completed four fiscal years of the CIP and completed upgrades, replacements and new infrastructure that equates to \$1.2 billion in new assets for the department. To date, 1,019 projects have been completed and 876 are currently in progress in varying stages.
- WASD was recognized by JD Powers for the second year in a row for highest customer satisfaction in the Southern Region. This accolade comes as a result of a study based on more than 40,000 responses representing 87 million residential utility customers of the 87 largest water utilities in the US.
- For the second consecutive year, WASD has received national recognition as a utility that displays Leadership in Transforming Utility Operations by receiving the Utility of the Future Today designation in the category of Community Partnership and Engagement. In 2016, WASD was recognized in areas that included Energy Generation and Recovery and Watershed Stewardship.
- WASD earned eight (8) 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.
- WASD launched a new rebate program for high efficiency flushometer valve toilets. Flushometer valve toilets are commonly used in commercial setting (high use locations i.e. restaurants, schools, office buildings, etc.) as they are more durable and can withstand greater use than a residential toilet.



The Miami-Dade Water and Sewer Department's Water Use Efficiency Plan which includes water conservation, remains in full gear for 2018. High efficiency fixture rebates for toilets, faucets and showerheads are available to all Miami Dade County residents, regardless of your water provider. The Department is continually striving to improve water efficiency throughout the county and seeks to engage residents to do their part to conserve water. During 2017, the water conservation program achieved the following:

- Issued 2,376 single-family, multi-family senior and commercial high efficiency toilet rebates;
- Issued more than 900 high efficiency faucet and showerhead rebates;
- Provided 121 landscape evaluation rebates resulting in more efficient irrigation;
- Distributed over 2,100 FREE high efficiency showerheads to Miami Dade county residents

These efforts resulted in saving approximately 258,100 gallons of water per day! Conserving this water goes a long way toward the Department's goal of reducing water use. Drawing less water from the aquifer has many benefits including preserving a limited natural resource, reducing the risk of salt water intrusion into our drinking supply, increased resilience in the face of drought and sea level rise and saving energy associated with treating, pumping and distributing drinking water to county residents and businesses. Another daily savings includes more than 900 kilowatt hours of electricity, which prevents approximately 1,392 pounds of greenhouse gases being emitted into the atmosphere, the equivalent to driving 1,640 daily vehicle passenger miles. For more information on how you can save water and reduce your water bill visit <http://www.miamidade.gov/waterconservation/>.

Looking ahead

- Using the lessons learned from Hurricane Irma, WASD will continue to bolster the utility's resilience by designing and hardening infrastructure for future conditions that will be affected by hurricane activity as well as by climate change and sea level rise.
- Through the efforts of the WASD Resilience Program, which will be responsible for achieving economic and environmental sustainability while promoting department-wide adoption of adaptation strategies, innovative resilience and sustainability design approaches, and stewardship behaviors regarding energy, water and waste, the department is on track with its goal to reduce its internal water use by 19.62 million gallons per day by 2026.
- In 2018, WASD will complete the conversion of using chlorine gas systems for disinfection at the Central District Wastewater Treatment Plant. Liquid Sodium Hypochlorite storage and dosing systems will now be used at the Chlorination Facilities. This upgrade improves safety and operations at the treatment plant.
- At the beginning of the year, the Supplemental Environmental Project (SEP) will begin construction within a corridor designated by the Miami-Dade Board of County Commissioners as the "Miami-Dade Green Technology Corridor," which will facilitate the connection to the Sewer System of approximately seventy-four (74) business entities currently using septic tanks.





Did you know...

A leaky faucet dripping at the rate of one drip per second can waste more than 3,000 gallons per year?

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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Resolve To Be Nicer To WASD's Infrastructure In 2018: Cease The Grease And No Wipes In The Pipes

WASD is investing billions of dollars to upgrade the department's plants, pipes and pump stations and we can all make a difference to make sure these improvements last for decades to come. In 2017, staff had to respond to 735 clogs throughout the County to clear lines and fix pipes and equipment that resulted in \$588,000 worth of repairs.

If each person only flushed toilet paper and human waste down the toilet and refrained from disposing of oil and food scraps down the kitchen sink, hundreds of unnecessary clogs – including sewer back-ups at your home – could be avoided.

For more information, go to <http://www.miamidade.gov/water/think-before-you-flush.asp>



Important Dates in March

Clean, safe drinking water is never something to take for granted and there are specially designated weeks in March scheduled to remind us how important our groundwater is for health and economic purposes.

March 11-17, 2018 National Groundwater Awareness Week

When you consider the following statistics, you will be surprised at how much water plays a role in our everyday lives. Did you know that

- Approximately 60% of groundwater withdrawn worldwide is used for agriculture? The rest is almost equally divided between the domestic and industrial sectors
- Groundwater is the world's most extracted raw material with withdrawal rates currently in the estimated range of 259 trillion gallons a year.
- In many nations, more than half of the groundwater withdrawn is for domestic water supplies and globally it provides 25 to 40% of the world's drinking water.

NGWA presents

Did you know?

The 79.3 billion gallons of groundwater a day used in the United States equals 1 billion, 586 million bathtubs full of water — enough to circle the Earth more than 60 times.

national groundwater awareness week
March 11-17, 2018

NGWA.org/AwarenessWeek
WellOwner.org

March 19-25, 2018: National Fix a Leak Week

Every drop of water matters. The 10th annual Fix a Leak Week, which will take place March 19- 25, 2018, is an opportunity to remind people to protect and preserve our most precious natural resource — drinking water. Finding and fixing leaks inside and outside your home to save valuable water and money is something you can do all year long — especially when you consider the following facts:

- 10 percent of homes have leaks that waste 90 million gallons or more of water per day
- Minor leaks account for more than one trillion gallons of wasted water each year and is equal to annual household water use in 11 million homes
- A shower leaking 10 drips per minute wastes more than 500 gallons per year
- Replace old toilets with WaterSense labeled models and save 13,000 gallons of water a year for the average family

For more information on Fix a Leak Week, <http://www.miamidade.gov/water/leak-detection.asp>.

Don't let money and water drain away

In just 3 months, a leak the size of a standard pencil eraser can mean the loss of 1,181,500 gallons or enough to fill an average-sized swimming pool 78.7 times.

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