

Pipeline

Summer 2015

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.

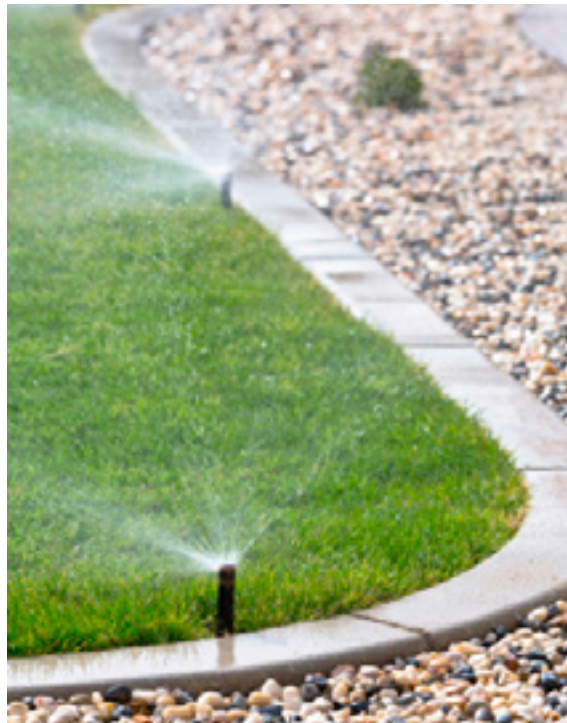
For questions concerning
your account, please contact:

Customer Service: 305-665-7477

Hours: 8 a.m. - 4:30 p.m.

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 - some households may lose up to 70 gallons of water each day. In order 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' irrigation systems.

Rebates can be earned if recommendations are implemented as a part of the Irrigation System Evaluation and Rebate Program. The evaluation will detail to the homeowner 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 \$400 in rebates, per fiscal year for up to three 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.



Did you know...

An open hydrant wastes 1,000 gallons of water per minute, or the amount used by 100 people per day.

Get Ready To Adopt-a-Tree and Exchange Showerheads

During the first 14 years of Miami-Dade County's Adopt-a-Tree Program, residents brought home more than 184,000 trees. Year 15 begins July 25 at Goodlet Park in Hialeah with the first of three events, and even past tree adopters are able to pick up two trees for free. Check out Adopt-a-Tree's schedule and eligibility requirements; as event dates approach, tree species are listed online. When

planted, trees improve our air quality, reduce air conditioning costs and increase property values.

Residents can also exchange two showerheads for new, free, high efficiency showerheads that will save water and save customers money on their water bill. For more information, email adoptatree@miamidade.gov or call 305-372-6784.

All events will take place from 9 AM to noon, rain or shine.



SATURDAY, JULY 25

Goodlet Park

4200 West 8 Avenue, Hialeah

SATURDAY, AUGUST 29

Harris Field Pavilion

1034 NE 8 Street, Homestead

SUNDAY, OCTOBER 4

A.D. Barnes Park

3401 SW 72 Avenue, Miami

Recognize A WASD Employee Who Exhibits Exceptional Customer Service With A Pebble Nomination!

The Miami-Dade Water and Sewer Department's nearly 2,300 employees work extremely hard around the clock to ensure that the department's 2.3 million customers receive uninterrupted service on a daily basis. You have the opportunity to recognize a staff member who has assisted you with your business at WASD through the department's Pebble Program. The Pebble Program is accepting nominations for WASD employees who demonstrate exemplary customer

service skills and a commitment to service delivery excellence. Your nomination could determine the next Quarterly Award Winner. The Pebble Award criteria consists of one or more of the following: responding to customer requirements in a timely and courteous manner, solving customer problems/concerns quickly or innovatively, demonstrating initiative by "going above and beyond" scope of normal work duties, and/or developing new ways of doing business that benefit WASD customers.

Nominations for the next quarterly awards are now being accepted. You can recognize WASD employees who exhibit exceptional customer service by clicking on the link below or submitting a nomination form in one of the Pebble Boxes located at most major WASD facilities.

The Nomination link is available at www.miamidade.gov/water/pebble-award-nomination.asp.

- ☒ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Poor

