CocoWater

City of Coconut Creek Utility Billing Newsletter   SPRING 2017

50th Anniversary

Service Tips:

Kitchen Basics

Washing dishes with the faucet running can take 25 gallons of water.

Soak pots and pans rather than scrubbing them under running water.

DO NOT LET WATER RUN!

Pool Basics

Pools can lose about 1-3 inches of water per week.

Using a pool cover can reduce water evaporation by 30-50%.

Utility Rate News

Water: A Precious Commodity

The City is committed to maintaining a quality of life for approximately 12,000 utility customers by providing cost effective water and wastewater services. Coconut Creek's Utility System maintains water, wastewater, and reclaimed water systems based on programs and procedures recommended by the American Water Works Association and in accordance with federal, state, and local regulations. Water operations include receiving potable water from Broward County, and maintaining 266 miles of water and reclaimed-water lines including 1800 fire hydrants. It also ensures water quality through a continuous system of cross-connection control that systematically and effectively prevents contamination of the system. Wastewater operations includes maintaining 225 miles of sewer lines and 55 lift stations that pump and transmit sewage to Broward County Water and Wastewater Services.

Rate Study

A rate study for our utility system was recently completed to: evaluate the adequacy of revenue based upon current data; balance having enough water flow through the utility system to maintain quality levels while still promoting conservation; and enhance affordability for average use customers.

Results

We are pleased to report that we can continue to satisfy operating and capital expenditure requirements with a reduction of the annual rate adjustment from 5% to 2.5%. This adjustment took effect April 1st. In addition, an adjustment in the water conserving tiered rate structure will result in 94% of bills experiencing less than a 2.5% increase.

Customer Service Enhancements

The City is also committed to continuously improving customer service. In particular, we are currently working on investigating and implementing options to improve online functionality including increased payment options and password protected access. Be on the lookout for notice of these enhancements and others as they become available.

Please contact us with any questions, comments, or concerns. We are excited by the strides we are making and will continue to listen to your collective "voice" in order to consistently improve our customer service. Thank you very much for your support!

Water Consumption

Your meter is an accurate and dependable water measuring device used to register all the water consumed in your home or building. The City reads your meter every month and bills consumption in 1,000 gallon increments. There are some reasons why you might want to locate and read your water meter on your own:

- You might be interested to know how much water you use in a day. By reading your meter at the beginning and end of a day, you can compare the two readings to tell how much water you and your family used.

- You might be surprised to learn how much water is consumed by irrigation, which can be calculated by reading the meter prior to and at completion of watering.

- You might want to check for leaks. To do this, turn off all the taps in your house, then look at your meter. If the meter is still turning, chances are you have a leak somewhere.

How to read your water meter:
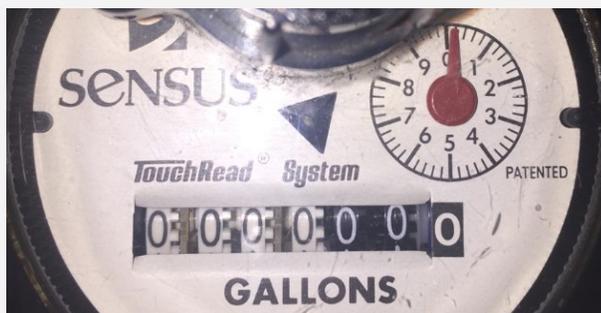
Locating your water meter:

Most residential water meters are found outside near the curb or sidewalk at the front of the property. The meter box will have a metal, plastic or concrete lid and should have WATER stamped on top. Most people are not aware that their water meter is located within an easement. This means that when landscaping or fencing your yard, enough distance is maintained from the meter and box to allow us to read, service and repair your meter. It also means that it is the property owner's responsibility to ensure that the meter box is visible and accessible at all times.

Reading your water meter:

The City's meters are straight-reading meters, which resemble an odometer in a car. When reading it you need only look at the long string of digits denoted with GALLONS. The reading is taken from the first four digits starting from the left: you can ignore all other numbers. For example, if the beginning read is 1540 and the ending read is 1545, 5,000 gallons was consumed. (1545-1540) x 1,000 gallons.

Occasionally water meters do not accurately measure a property's water consumption. Water meters are purposefully designed to "fail slow." That is, old or faulty meters will register less water consumption than actually occurred. Changing out these meters often results in higher consumption for the customer due to better accuracy of registering the water flowing through your meter.

ANALOG	**DIGITAL**

Creek Events

17th Annual Arbor Day: April 29, 2017, 8:00 am-Noon, City Hall, Get one free tree and two wild life plants.

Senior Expo: June 2, 2017, 9:30 am–12:30 pm, Coconut Creek Community Center

FOR MORE DETAILS AND INFORMATION ON EVENTS VISIT US AT:

www.coconutcreek.net/parks/upcoming-events