

City of North Miami Beach
Public Services Department

Kelvin L. Baker, Director
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North Miami Beach, FL 33162
nmbworks.com

This version of our
Annual Water Quality
Report is
printer-friendly.



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Councilman Philippe Derosé
Councilman John Patrick Julien
Councilman Myron Rosner
Councilman David L. Templer

City Manager Keven Klopp
City Attorney Howard B. Lenard
City Clerk Solomon Odenz

PASSPORT

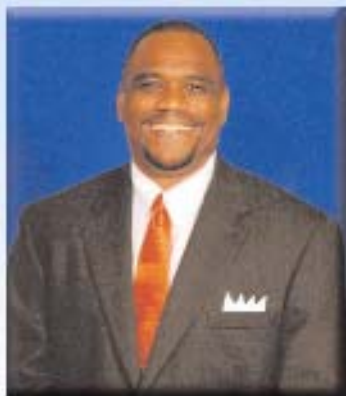
to water quality



City of North Miami Beach
Annual Water Quality Report 2005

DIRECTOR'S MESSAGE

We are delighted to report that your tap water is safe and in fact exceeds the required standards established by the regulatory agencies. To help you learn more about your tap water and your water utility, here is your Passport To Water Quality from the City of North Miami Beach.



KELVIN L. BAKER
DIRECTOR
NORTH MIAMI BEACH
PUBLIC SERVICES DEPARTMENT

A hub of progress, South Florida continues to experience tremendous population growth. Whether by land, air or sea, our new neighbors are choosing South Florida to call home. Recent reports maintain that the population in the Lower East Coast region, which comprises Miami-Dade, Broward, Palm Beach and portions of seven other counties, will reach 6.1 million by 2020, an increase of approximately 36% from 1995. With a growing population comes an increased demand for clean potable water. The City of North Miami Beach is preparing your water utility to successfully and efficiently navigate the many waves of change. Our continued goal is to operate a water utility that provides first-class water quality and service with the added amenities you come to expect.

Development of alternative water supplies from the Floridan Aquifer is a significant component of our plan to meet the growing demands for water. As our newly expanded water treatment plant comes online in late 2006, North Miami Beach water customers will be the first in Miami-Dade County to benefit from the Floridan Aquifer system. Treating the waters from the Floridan will incorporate the newest water treatment technologies available. The plant's low-pressure reverse osmosis facility will also be a first for Miami-Dade County. Nanofiltration and lime-softening water treatment technologies will also be used to provide you with the highest-quality tap water possible.

With new technologies and additional sources for water comes the need to operate in the most efficient manner possible. North Miami Beach water managers will be using many new water conservation initiatives and demand-management tools not only to help the utility operate efficiently, but to help you use water more efficiently as well.

Although tools and technology are needed to help us meet the water needs of the communities we serve, working with partnering agencies enables us to successfully meet many of the challenges associated with utility expansions.

With partners like the South Florida Water Management District, the Foundation for Water and Environmental Education and other agencies, we are able to more effectively bring about the realization of this new plant and position ourselves to meet future challenges. As always, we will continue to inform you of the steps we are taking as we get the new plant up and running. Through our ongoing communication, neighborhood outreach programs and education in our schools, you will be informed of our growth-management efforts and the efforts of other regional agencies.

The City of North Miami Beach takes great pride in operating one of the most efficient and technologically advanced water utilities in Florida. Delivering first-class service to our customers is always priority one. We look forward to serving you for many years to come.





Contact Us

For technical questions about this report, call the water quality manager at (305) 651-8520. For general questions, call the public information officer at (305) 919-3756. To learn more about the Public Services Department, visit us on the web at www.nmbworks.com.

Comuniquese

Esta publicación contiene información importante sobre el agua que usted bebe diariamente. Si no lo entiende, busque a alguien que se lo traduzca o le explique su contenido. Para más información, llame al (305) 948-2967 o visite nuestra página electrónica: www.nmbworks.com.

Kontaktè Nou

Rapò sa gen enfòmasyon enpòtan sou dlo ke ou bwè. Si ou pa konprann li fè yon moun ki konprann li tradwil pou ou osnon esplike ou li. Pou plis enfòmasyon, rele nimewo sa a (305) 948-2967 osnon vizite nou nan Internet adrès sa a: www.nmbworks.com.

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ALTERNATIVE WATER SUPPLY

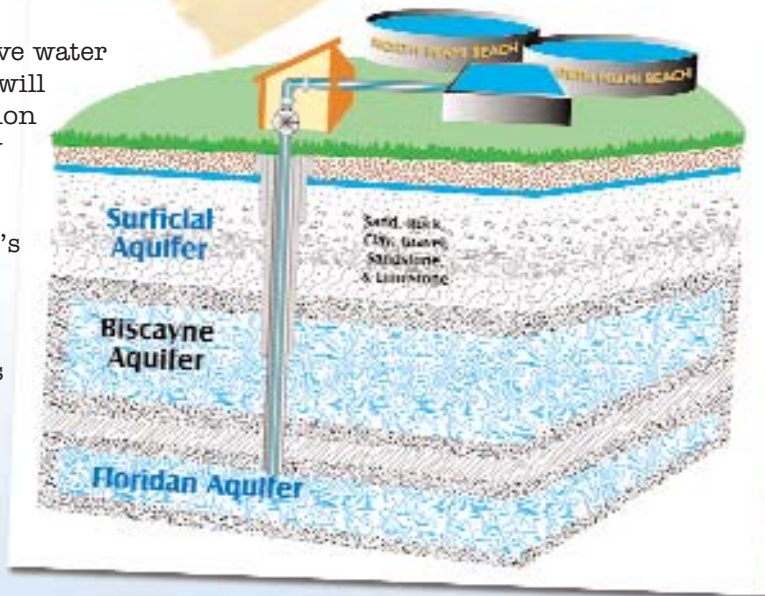
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The City of North Miami Beach, in partnership with the South Florida Water Management District, is implementing an alternative water supply program as a part of the Norwood Water Treatment Plant Expansion Program.

To reduce our reliance on the Biscayne Aquifer, four wells have been constructed and will pump brackish water from the Floridan Aquifer that lies 1,250 feet under the ground's surface. Construction of a reverse-osmosis water treatment facility, which will purify the brackish Floridan Aquifer water, is currently ongoing and expected to be substantially completed by December 2006.

The alternative water supply system will produce 6 million gallons per day of high-quality tap water, or 20% of the city's water system demand.

The system is the first of its kind in Miami-Dade County.



NORWOOD WATER PLANT EXPANSION PROGRAM

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In order to meet future drinking water regulations and the water system demands of our growing population, an expansion of the Norwood Water Treatment Plant is currently under way. The expansion program includes a water-production capacity increase from 16 million gallons per day to approximately 32 million gallons per day. After the expansion program is completed, the city will be able to serve its water customers with water produced entirely at our facility.

storage tank and pumping facility, located at 2101 NE 159th Street, started July 2005 and is currently 45% complete. This facility will enhance water quality and system pressure on the east side of the water system. The project is expected to be substantially completed by December 2006.

Various other water distribution system improvements related to the water expansion program are ongoing.

Expansion Program Update

Phase I construction started July 2004 and is currently 65% complete. This project includes the installation of a state-of-the-art membrane-treatment facility with capacity to produce 17 million gallons of high-quality drinking water per day. The project is expected to be substantially completed by December 2006. Construction of five new Biscayne Aquifer wells and four new Floridan Aquifer wells has been completed. These wells will supply raw water for the new membrane-treatment facility.

Construction of a membrane-concentrate deep injection well and a dual-zone monitoring well has been completed. This is a Florida Department of Environmental Protection-approved method for disposal of membrane-treatment process reject.

Construction of a remote water



WATER QUALITY Clean Water

The Biscayne Aquifer supplies drinking water to North Miami Beach customers. It is located 10 to 200 feet below the surface. This body of water is called groundwater and is the primary source of drinking water for Miami-Dade, Broward, Monroe and Palm Beach counties.

The Biscayne Aquifer is composed of porous limestone rock which contains many tiny cracks and holes. Rain percolates down through the ground and through the upper surficial aquifer before it reaches the Biscayne Aquifer. Since the Biscayne Aquifer is close to the surface, it is very vulnerable to pollution. Its vulnerability is compounded by the fact that South Florida's water utilities, as a group, withdraw 786 million gallons per day from the aquifer, making competition for this resource fierce. North Miami Beach withdraws a maximum of 17.67 million gallons per day from the Biscayne Aquifer.

6 Quality Control

North Miami Beach has a quality control division located at the water treatment plant. This division oversees the laboratory and the many tests that are conducted to ensure safe, healthy drinking water. The laboratory is state certified in microbiology. The water treatment process consists of lime softening, filtration and disinfection, followed by the addition of fluoride, which helps prevent tooth decay.

Each year more than 65,000 tests are performed on the water you drink. Constant testing ensures that the water delivered to your home or office is of the highest quality possible. Monthly, 134 different locations throughout the service area are sampled for bacteria, chlorine, cloudiness and iron.

North Miami Beach performs tests on 138 substances each year. Of the 138 substances the city is required to monitor, only 10 were detected in our water. The results are listed in the chart on pages 10 and 11 of this report. The city reports the results to the Florida Department of Health.

North Miami Beach monitors the Biscayne Aquifer for pollution. The city has 25 monitoring wells installed around the water treatment plant. They serve as an early warning system by alerting professionals of any harmful contamination that might be present in the water.

In addition to the 138 substances North Miami Beach is required to test, the city also tests for substances that are not required. We take the initiative to watch for substances that are of concern to our customers. Professionals will notify you immediately of any waterborne health threat. Two substances for which the city is not required to test, but does, are cryptosporidium and radon.

Cryptosporidium

Cryptosporidium is a common microorganism in surface water and very hard to kill. North Miami Beach has an underground water supply source (the Biscayne Aquifer) and we constantly monitor the water supply for various constituents. We did not detect cryptosporidium in the four samples tested from our source water. We believe it is important for you to know that cryptosporidium may cause serious illness in immunocompromised persons, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants and people with HIV/AIDS or other immune-system disor-

ders. These people should seek advice from their health-care provider with any concerns about cryptosporidium.

Radon

Radon is a radioactive gas that occurs naturally in groundwater and is released from water into the air during household use. Currently, testing for radon is not required for drinking water supplies. North Miami Beach did not detect radon in the finished water supply; however, Miami-Dade Water and Sewer Department did detect a small amount of radon in a sample (138 pCi/l). There is no federal regulation for radon levels in drinking water. Exposure to air-transmitted radon over a long period of time may cause adverse health effects.



HEALTHY CHOICES

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To ensure that your water is safe to drink, the Environmental Protection Agency (EPA) prescribes limits on the amount of certain contaminants in water for public water systems.

Many constituents occur naturally in the water that comes from the Biscayne Aquifer. Drinking water may reasonably be expected to contain at least small amounts of some constituents. The presence of constituents does not necessarily indicate that the water poses a health risk.

Safe Drinking Water Hotline

More information about constituents and potential effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at (800) 426-4791. The EPA's public information web site addresses groundwater and drinking water issues and is located at www.epa.gov/safewater.

National sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and radioactive material, and can pick up substances resulting from the presence of animals or from human activity.



Source Water Assessment

The Florida Department of Environmental Protection is responsible for conducting a source water assessment for all public water systems in Florida. These assessments identify and assess any potential sources of contamination in the vicinity of your water supply.

A Source Water Assessment and Protection Program (SWAPP) report for North Miami Beach's water system was completed in 2005 and is available at the Florida Department of Environmental Protection SWAPP web site, www.dep.state.fl.us/swapp.

Possible Contaminants

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Contaminants that may be present in source water include:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from canals, septic systems, agricultural livestock operations and wildlife.
- (B) Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic.
- (C) Pesticides and herbicides, which come from a variety of sources such as agriculture, stormwater runoff and residential uses.
- (D) Organic chemical contaminants, including synthetic and volatile organics, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff and septic systems.
- (E) Radioactive contaminants, which can be naturally occurring in the aquifers or as the result of mining activities.

Some Individuals May Be More Susceptible To Contaminants

Some people may be more vulnerable to contaminants in drinking water than others in the general population, including immunocompromised individuals such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, and people with HIV/AIDS or other immune system disorders. Some elderly and infants may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

The United States Environmental Protection Agency (EPA) and the Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by cryptosporidium are available from the Safe Drinking Water Hotline at (800) 426-4791. The EPA addresses cryptosporidium and immunocompromised individuals in greater detail on their web site www.epa.gov/safewater/crypto.html.



2005 Water Quality Report

Water Quality Report
2005 W.Q.R.

| PARAMETER | MCL Violation | Federal Goal MCLG | Federal/State MCL | City of North Miami Beach's Norwood Plant (a) | Year Tested | Miami-Dade Water and Sewer Department Main System (a) | |
|-------------------------------------|---------------|-------------------|-------------------|---|-------------|---|---------------|
| | | | | | | | Year Tested |
| Microbiological Contaminants | | | | | | | |
| Total Coliform (b) | No | 0% | 5% | 0.00 | 2005 | 0.2% (ND- 0.2%) | 2005 |
| Radiological Contaminants | | | | | | | |
| Alpha (pCi/l) | No | 0 | 15 | 4.5 (3.0 - 4.5) | 2005 | 4.7 (0.7 - 4.7) | 2003 (f) |
| Combined Radium (pCi/l) | No | 0 | 5 | 0.95 (0.1 - 0.95) | 2005 | 0.9 (0.3 - 0.9) | 2003 (f) |
| Radon (pCi/l) | No | NE | NE | ND | 2005 | 138 (56 - 138) | 2005 |
| Inorganic Contaminants | | | | | | | |
| Copper (tap water) (ppm) (c) | No | 1.3 | AL=1.3 | 0.09 (0 out of 105 homes exceeded the AL) | 2005 | 0.08 (0 homes out of 83 exceeded the AL) | 2005/2003 (f) |
| Fluoride (ppm) | No | 4 | 4 | 1.0 (0.78 - 1.4) | 2005 | 0.7 (0.2 - 0.7) | 2005 |
| Lead (tap water) (ppb) (c) | No | 0 | AL=15 | 0.42 (1 home out of 105 exceeded the AL) | 2005 | 4 (3 homes out of 83 exceeded AL) | 2005/2003(f) |
| Nitrate (ppm) | No | 10 | 10 | 0.35 | 2005 | ND | 2005 |
| Sodium (ppm) | No | NE | 160 | 18 | 2005 | 53 (22 - 53) | 2005 |
| Volatile Organic Compounds | | | | | | | |
| cis-1,2 Dichloroethylene (ppb) | No | 70 | 70 | 0.8 (0 - 0.8) | 2005 | ND | 2005 |
| DISINFECTION BY-PRODUCTS | | | | | | | |
| Haloacetic Acids (HAA5)(ppb) | No | NA | 60 | 15.3 (2.6 - 50.9) (d) | 2005 | 17 (ND - 49) (e) | 2005 |
| Total Trihalomethanes (ppb) | No | NA | 80 | 7.3 (7.0 - 14.5) (d) | 2005 | 15 (ND - 26) (e) | 2005 |
| DISINFECTION RESIDUALS | | | | | | | |
| Chloramine (ppm) | No | MRDLG 4 | MRDL 4 | 1.92 (0.6 - 4.0) | 2005 | 2.4 (1.9 - 2.9) | 2005 |

LEGEND

- (a) The lowest and highest values measured during the year are in parentheses. The number outside the parentheses is the highest detected level reported for the monitoring period, except for Disinfection By-products and Disinfection Residuals, where the running annual average is reported.
- (b) The MCL for Total Coliform bacteria states that drinking water must not show the presence of coliform bacteria in more than 5% of monthly samples. A minimum of 134 samples for Total Coliform are collected each month from the distribution system in order to demonstrate compliance.
- (c) 90th percentile value reported. If the 90th percentile value does not exceed the AL (less than 10% of the homes have levels above the AL), the system is in compliance and uses the prescribed corrosion control measures.
- (d) A total of 8 samples collected for Total Trihalomethanes and Haloacetic Acids 5 under the Stage 1 D/DBP Rule per-year from the distribution system of North Miami Beach. Compliance is based on running annual average. This is the value that precedes the parentheses.
- (e) A total of 48 samples collected for Total Trihalomethanes and Haloacetic Acids 5 under the Stage 1 D/DBP Rule per-year from the distribution system of Miami-Dade County. Compliance is based on running annual average. This is the value that precedes the parentheses.
- (f) The data presented for the Miami-Dade system is from the most recent testing conducted in accordance with the regulations. Testing for this parameter is required every 3 years in accordance with the State's monitoring framework.

An Explanation of the Results: This table shows the results of our water quality analysis from 1/1/05 to 12/31/05. It lists every substance detected in your drinking water, including substances found in very small amounts. All samples were collected in accordance with the Florida Department of Environmental Protection (FDEP) Rules and Standard Operating Procedures.

DEFINITIONS

- AL - Action Level** - The concentration of a constituent in water that, if exceeded, triggers treatment or an action that a water system is required to follow.
- Disinfection** - In treating water, it is the process by which water is exposed to a chemical for a specified time period to kill pathogenic organisms.
- MCL - Maximum Contaminant Level** - The highest level of contaminant that is allowed in drinking water. MCLs are set as close to MCLGs as feasible using the best available treatment technology and taking cost into consideration. MCLs are the legally enforceable standards in the United States.
- MCLG - Maximum Contaminant Level Goal** - The level of a contaminant in drinking water below which there is no known or expected health risk. MCLGs are federally non-enforceable, health-based goals established by the U.S. Environmental Protection Agency.
- MRDL - Maximum Residual Disinfectant Level** - A level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap without an unacceptable possibility of adverse health effects. MRDLs are legally enforceable standards in the United States.
- MRDLG - Maximum Residual Disinfection Level Goal** - A maximum level of a disinfectant added to treat water and for which no known or anticipated adverse effect on human health would occur.
- ND - Not Detected:** Indicates that the substance was not found by laboratory analysis.
- NA - Not Applicable** **NE - Not Established** **pCi/l - Picouries Per Liter** **ppm - Parts Per Million** **ppb - Parts Per Billion**

WATER CONSERVATION AND PROFESSIONAL PARTNERSHIPS

Water Conservation and Community Services

The water conservation program offers assistance to water customers by analyzing water use patterns and recommending measures to increase overall water use efficiency. The purpose of this program is to offer cost-effective strategies to reduce the customer's water consumption without lessening levels of service.

New technologies and high-efficiency plumbing fixtures are providing water customers with long-term water and financial savings. Some of the new technologies being used to increase water use efficiency include:

- Waterless urinals
- High-efficiency toilets
- Horizontal-axis clothes washers
- High-efficiency spray valves
- Irrigation system audits
- Electronic irrigation controllers
- Rain-harvesting systems

To learn more about water efficiency programs and opportunities, contact the Water Conservation Division at (305) 948-2967 or at savewater@citynmb.com.

Professional Partnerships

The City of North Miami Beach Public Services Department believes that productive partnerships are an essential tool to help us deliver high-quality services to our customers. Through partnerships, financial, human and other resources can be maximized to benefit all stakeholders. The City of North Miami Beach is realizing long-term benefits with partners like the South Florida Water Management District, Foundation for Water & Environmental Education, nonprofit agencies, area municipalities, corporations and water customers.



WHAT DO YOU KNOW ABOUT H₂O?

- 1) What percentage of the earth's rain falls directly back into the ocean?
a) 100% b) 80%
c) 91% d) 36%
- 2) South Florida's water supply is almost totally dependent on rainfall. The fastest speed reached by a falling raindrop is ____ mph.
- 3) Water is the only substance found on earth naturally in three forms - solid, liquid and ____.
- 4) One inch of rain on one acre makes up 27,154 gallons of water. That's enough to fill?
a) a city bus b) a VW bug
c) a Yugo d) a Tri-Rail passenger rail car.
- 5) Ice weighs ____ percent less than water. That's why ice floats on water.
- 6) In a single day, the City of North Miami Beach produces enough drinking water to fill about ____ Olympic-sized swimming pools.



- 7) In a 100-year period, a water molecule spends ____ years in the ocean, 20 months as ice, about 2 weeks in lakes and rivers, and less than a week in the atmosphere.
- 8) The cartoon character displayed on this page is a regular visitor to the pages of our Annual Water Quality Reports. His name is:
a) Tommy the Test Tube b) Liquid Lenny
c) Billy Beaker d) H₂O Joe

ANSWERS

- 1) c) 91%
2) a) 9%
3) d) 27 mph
4) d) 27,154 gallons
5) b) 9%
6) c) 27,154 gallons
7) a) 99%
8) b) Liquid Lenny

BOTTLED WATER PROGRAM

The crisp, clean taste of North Miami Beach water is available on tap and in bottles! Our tap water was voted the "Best Tasting" in Florida by the Florida Section of the American Water Works Association in 2003.

Our bottled water program provides free North Miami Beach bottled water for public events held inside the city's service area. This program promotes the great-tasting water of North Miami Beach while providing an additional public service to our community.

North Miami Beach bottled water is produced in limited quantity and is not for sale or resale. The city reserves the right to screen requests.

To request North Miami Beach bottled water, simply fill out and submit an official request form. Requests must be received at least two weeks prior to the date of the event.

For a copy of the NMB bottled water request form or more information about the NMB Bottled Water Program, call the utility neighborhood coordinator at (305) 948-2967 or visit us online at www.nmbworks.com under Public Utility, in the Neighborhood Relations section.



CUSTOMER SURVEY PROGRAMS

Providing our customers with the highest standards of water quality and related services has always been part of our primary mission. As water providers, the City of North Miami Beach has consistently met and surpassed established state and federal regulations, as well as all other mandated drinking water requirements.

Our customers are an important factor in the city's water services. The Utility Customer Assessment Survey was created to obtain the thoughts, opinions and comments of the customers in our service area. The survey also gives you the opportunity to rate the services and programs provided by the City of North Miami Beach Public Services Department. Surveys are periodically mailed to all neighborhoods within our water service area, and any customer concerns are addressed immediately.

Also available is a Water Use Assessment Survey. This survey asks you basic questions regarding your water usage, and, based on your responses, we'll send you a customized water use report detailing your household's water consumption. You'll get a historical perspective of your consumption, what you should be using, and tips to save money.

To receive a copy of the Utility Customer Assessment Survey or a

Water Use Assessment Survey, call (305) 948-2967. You may also fill out and submit your surveys online at www.nmbworks.com.

**YOUR
OPINION
COUNTS!**



COMMUNITY OUTREACH

The City of North Miami Beach Public Services Department promotes awareness and education of water issues through its community outreach and education initiatives. The department's water education team consists of professionals specializing in neighborhood relations, public information and water conservation, which manage these activities.

The department has an ongoing presence at many community and civic association meetings throughout its service area. By being an active participant at the neighborhood level, your utility is more effective in addressing customer concerns and maintains two-way communications with its customers.

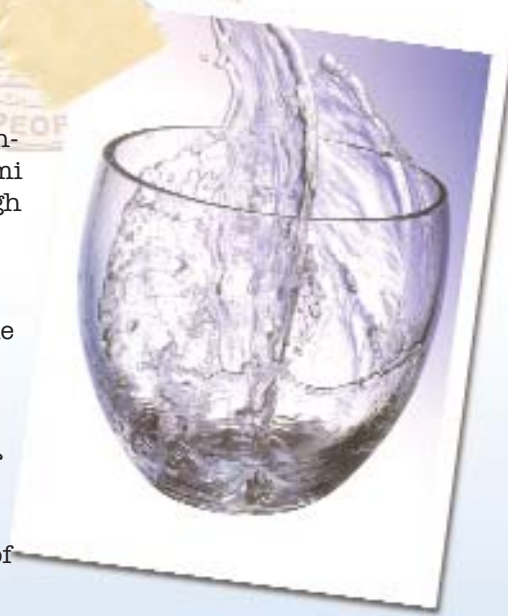
Water education presentations are available, free of charge, for any school, civic, church or neighborhood group in the North Miami Beach utility service area. Through these presentations, audience members become more aware of how their water utility works for them. Presentation topics include practical ways to save water and lower water bills, water quality, alternative water supply and treatment, and many other water resource issues.

Participating in the education of our community's youth helps to foster a lifelong environmental stewardship and teaches students

why clean water and conservation is so important to our lives in South Florida.

Public Services Department staff actively participates in many "Career Day" activities at our local schools. Students learn career opportunities and what it takes to be a water professional. Each year, your water utility hosts water conservation poster contests; hosts NMB Waterfest and many other events that promote water education.

To learn more about our community outreach initiatives, call us at (305) 948-2967.



NMB WATERFEST

Held in March at the city's Challenger Park and Senator Gwen Margolis Amphitheater Complex, NMB Waterfest is one of South Florida's largest and most exciting free water education expos. NMB Waterfest features regional environmental education agencies, "How To" clinics and live musical entertainment.

NMB Waterfest is a free family-friendly event providing guests with information and tools to help them use water more efficiently, save money on their water bills and become more aware of South Florida's environmental issues.



WAYS TO BE WATER SMART In Your Home

1. Never pour water down the drain when there may be another use for it. Use it to water your indoor plants or garden.

2. Make sure your home is leak-free. Check your water meter when you are certain that no water is being used. If the meter reading changes, you have a leak!

3. Repair dripping faucets by replacing washers. One drop per second wastes 2,700 gallons of water per year!

4. If the toilet handle frequently sticks in the flush position, letting water run constantly, replace or adjust it.

5. Take shorter showers. Replace your showerhead with an ultra-low-flow version.

Water is life

18 MAKE EVERY DROP COUNT

MANERAS DE UTILIZAR Bien el Agua en su Vivienda

1. Nunca vierta agua en el desagüe cuando pueda utilizarla para otros usos. Utilicela para regar plantas de interior o el jardín.

2. Asegúrese de que su casa no tenga fugas. Revise su medidor de agua cuando usted esté seguro de que no está usando agua. Si cambia la lectura del medidor, usted tiene una fuga.

3. Repare los grifos que gotean, cambiando las juntas. Una gota cada segundo desperdicia 2,700 galones de agua al año.

4. Si la palanca del inodoro se trava con frecuencia en la posición de descargar, dejando salir agua continuamente, ajústela o cámbiela.

5. Tome duchas más cortas. Reemplace la regadera de su ducha por una que dispense un volumen de agua bajo.

Konsèvasyon Dlo Rezèv Dlo Andedan Kay

1. Pa janm jete dlo lè ou ka fè yon lòt bagay avèk li tankou wouze yon plant yon jaden, osinon netwaye yon bagay.

2. Verifye si pa gen kote dlo ap koule paske, gen kote dlo ap koule ou ka pa wè sa. Tcheke kontè dlo-a avan e apre 2 è de tan pandan dlo-a fèmen. Si kontè dlo-a pa sou menm chif la sè ke dlo-a ap koule yon kote.

3. Fè repare tiyo ki kontinye ap koule lè-w fèmen yo. Si dlo-a ap koule yon gout pa sekond ou mèl pare pou-w gaspiye 2,700 gallon pa ane, sa ap vin ogmante tout bil dlo lakay ou e, li ka deranje sistèm twou egou-a.

4. Fè yo fikse tank nan twalèt la yon jan pou-w pa itilize anpil dlo pou yon flòch. Kèlke swa sa yo mete-a, pa kite-l ap fwote avèk oken-n lòt pyès. Lè wap ranplase tank twalèt la, achte youn ki kenbe mwatye dlo sa ansyen modèl yo kon-n kenbe. Gen plizyè kote la lwa mande ti modèl sa yo menm.

5. Lè wap benyen nan tòb la, evite gaspiye twòp dlo. Fèmen tòb la avan, ansuit plen-l sèlman 1/3. Kite dlo frèt la koule, pa jete-l. Wa ajoute dlo cho ladanl.



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IMPORTANT NUMBERS

It is important to us that you are able to access the services you need most. We have provided a list of helpful contact numbers for each of our major services. Please feel free to call us with any questions you may have regarding the services we provide.

After Hours/Emergency (305) 652-6460
Call us to report after-hours problems, including water emergencies.

Commercial Development (800) 432-4770
Remember to call Sunshine State One-Call before you dig.

Community Relations (305) 919-3759
The utility neighborhood coordinator can schedule workshops or events in your neighborhood to address water utility issues only.

Construction Projects (305) 919-3756
For up-to-date information on current construction projects, call the public information officer.

Customer Service (305) 948-2960
For questions about your utility bill or account, contact a friendly customer service representative.

Distribution (305) 948-2936
This division installs the underground water lines and services fire hydrants.

Engineering (305) 948-2980
Permits for development, construction inspections and design are some of the services offered by this division.

Meters & Backflow (305) 948-2936
City staff test, maintain, repair and replace water meters and backflow-prevention devices in commercial and residential areas.

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Norwood Water Treatment Plant (305) 652-6460
The North Miami Beach Norwood Water Treatment Plant operates 24 hours a day, 365 days a year.

Public Information (305) 919-3756
Public education and information programs, special events, media relations and informational literature are managed through this office.

Public Services Department (305) 948-2967
The administration building is located at 17050 NE 19th Avenue in North Miami Beach. This facility is the hub for services provided to the community.

Public Utilities Commission (305) 948-2983
The PUC has an advisory role for the City's Mayor and Council. PUC meetings are generally held the second Thursday of each month at 6 p.m.

Water Quality Control (305) 654-7137
Professionals at the Quality Control Laboratory can test your water and answer technical questions.

Wastewater Management Facility (305) 624-1177
Wastewater services are housed at 17820 NW 29th Court. Professionals can address your wastewater issues.

Water Conservation (305) 948-2967
Learning to save water is easy. Through educational and retrofit programs, customers can easily learn to use water more efficiently and keep their water bills as low as possible.

**City of North Miami Beach
Public Services Department
Kelvin L. Baker, Director**

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