

DROPS OF KNOWLEDGE

NMB WATER NEWSLETTER - DECEMBER 2022



CUSTOMER SERVICE 101

AUTO PAY IS A GREAT WAY TO SAVE TIME!

Q:

How do I set my account for Auto Pay?



A:

In order to access the NMB Water online portal for payments you first need to set up an account on the portal by visiting www.citynmb.com/842. Once there click the link "[Please click here to explore the NMB Water Customer Web Portal.](#)" Once you've clicked the link, you will be directed to the "[Welcome](#)" page. Enter your [Account Number](#) and billing [Zip Code](#).

Once you have completed the registration, you will need to go to "[Billing](#)". Once you've clicked "Billing" you'll need to go to "[Payment](#)". From there you'll see "[Payment Options / Scheduled Payments](#)".

In this section of the web portal, you'll be able to set up your payment method.

If you have any additional questions, please feel free to contact NMB Water Customer Service at **(305) 948-2960.**



Marleen Gunn
Administrative Assistant III

NMB Water would like to spotlight another City of North Miami Beach superstar who has been with the water utility for 16 years.

Originally from the beautiful island country of Jamaica, Marleen is a hardworking Administrative Assistant who always demonstrates compassion and dedication for her job. Marleen always has a smile on her face and will do whatever is necessary for the department and her office colleagues. In addition to her current position, she also has played an important role working in the Director's office for 5 years.

During her off-hours, Marleen enjoys the choir, and spending time with her three children. She also loves music and has diverse skills on both the guitar and piano. When asked, Marleen says that her favorite vacation ever was to the cool, mountain air of Colorado including the mile-high City of Denver.



**THANK YOU
MARLEEN FOR EVERYTHING
YOU DO!**

A DROP IN THE BUCKET

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For the latest project updates and schedules, please visit our CIP dashboard at NMBWATER.com

CIP PROJECT PHOTO GALLERY

The NMB Water Capital Improvement Program is making great progress all over the service area!



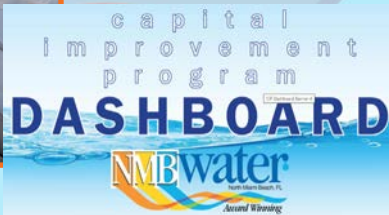
Eastern Shores Watermain Rehabilitation



Corona del Mar Sewer System Phase 2



Honey Hill Watermain Rehabilitation



STRAIGHT FROM THE TAP

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STUDENTS LEARN OF THE GREAT CAREER OPPORTUNITIES AT NMB WATER

CAREER DAY

Staff members from NMB Water recently participated in the first Career Day of the school year at Ojus Elementary. Five classrooms of students learned about water conservation and interesting careers available from our Engineering department, Water Plant Operations, Public Affairs Administration, as well as the Customer Service team. More school visits with our mascot Blu are planned in 2023.



If you would like the NMB Water team to visit your child's school, please contact Greg Williams, Public Affairs Manager at 305-919-3756 (Ext. 7818)



WATER WORDS FOR YOU

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FROM NMB WATER TO YOU



HAVE
A GREAT
2023!