

DROPS OF KNOWLEDGE

NMB WATER NEWSLETTER - MARCH 2023



CUSTOMER SERVICE 101

DID YOU KNOW THAT YOU MAY BE ELIGIBLE TO GET A LEAK CREDIT?

Q: I had a leak in my house, how do I get a Leak Credit?

A: In order to receive a Leak Credit from NMB Water, you will need to submit the following items:

- ◆ Before and after photos of the leak and repairs
- ◆ Date when the leak was discovered
- ◆ Date when the leak was fixed
- ◆ Detailed receipt from plumber

Please Note:

- ◆ The leak must be non-visible.
- ◆ Leak credits are awarded for most leaks except toilets, house bib/valve, and irrigation.
- ◆ You can only receive 1 leak credit per year.
- ◆ The leak should be addressed in a prompt manner and reported within 30 days.
- ◆ You must pay the undisputed portion of your bill while the leak is being repaired or investigated.

Please submit all documents in person or via email.

Email: customerservice@citynmb.com

In Person: North Miami Beach City Hall
17011 NE 19th Avenue, North Miami Beach, Florida 33162

If you have any questions, please feel free to
contact NMB Water Customer Service at:
305-948-2960



GO WITH THE FLOW

NMB WATER NEWSLETTER - PAGE 2



DROP SAVER CONTEST WINNERS

NMB Water would like to congratulate all of the students who took the time and creative effort to enter our 2023 Drop Saver Poster Contest! The judging was especially challenging this year (see photo below), but the team selected the best of the best from over 70 entries. Participating schools included Sabal Palm Elementary, Ojus Elementary, Oak Grove Elementary, Crestview Elementary, Highland Oaks, Norland Middle, Carol City Middle, and Allison Academy.

To view all the winners, please visit our web site at NMBWATER.com
Click the "Outreach" tab - followed by clicking on the "Drops Saver Poster Contest" menu.



CONGRATULATIONS!



KEMESIA CLARKE

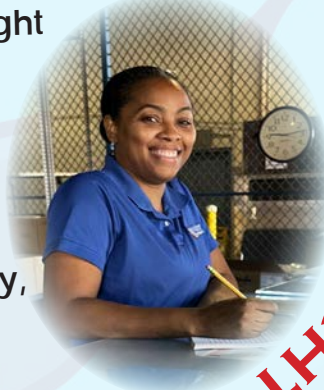
Materials Control Assistant
NMB Water Operations Center



In honor of Women's History Month, NMB Water would like to spotlight a special woman who has been a valued part of our team for the last 2 years.

Kemesia is very involved in various volunteering organizations, including charity corporate runs, beach and waterway cleanups, as well as the annual North Miami Beach Heart Health Walk. When not supporting her NMB Water colleagues at the Operations Center, Kemesia also enjoys music, travel and trying to solve detective cases while watching Law and Order. In addition, her active mind loves to learn new things by testing her knowledge against participants on Jeopardy. Interestingly, Kemesia also admires Bob Marley who she says was wise beyond his years and brought people together through the positive messages in his music.

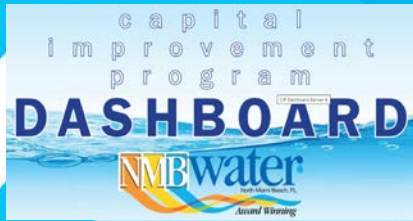
People may be surprised to know that while Kemesia enjoys being out and about, she considers herself somewhat of a homebody, enjoying time relaxing at home, while re-energizing and unwinding.



THANK YOU KEMESIA
FOR EVERYTHING YOU DO!

A DROP IN THE BUCKET

NMB WATER NEWSLETTER - PAGE 4

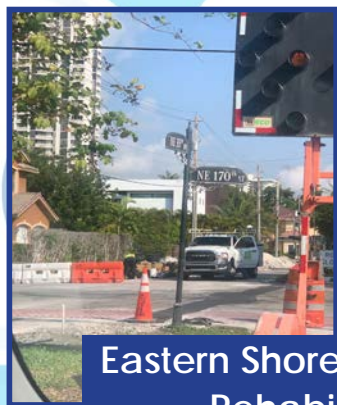


CIP PROJECT PHOTO GALLERY

The NMB Water Capital Improvement Program is making every drop count in our service area!



153rd Street Watermain Replacement



Eastern Shores Watermain Rehabilitation



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



Corona del Mar Sewer System Phase 2



Did you know that April is water conservation month?



WATER CONSERVATION MONTH

Use a screwdriver as a soil probe to test soil moisture. If it goes in easily, don't water. Proper lawn watering can save thousands of gallons of water annually.

NMB Water encourages conservation year-round!

A swimming pool naturally loses about 1,000 gallons a month to evaporation

Teach your children to turn the faucets off tightly after each use.

More than half of the U.S. population lives in cities that have vulnerable water supplies.

KNOW MONTH

HYDRATE YOUR MIND

NMB WATER NEWSLETTER - PAGE 6



WE ARE NMB WATER

IT'S ALL IN THE NAME

At NMB Water, we take our branding pretty serious. If you look around, you will find our name and logo on everything from billing statements, hard hats, and vehicles to name badges, uniforms, and of course this newsletter. We are proud of our name and our product, and want everyone to become familiar with our brand and what it stands for.

We stand behind the power of great branding by articulating our message and values clearly by following the 3 "Cs" of messaging: **Consistency**, **Clarity** and **Character**. There is no doubt we are consistent and our message is clear what NMB Water does. We also bring character to our brand by humanizing the experience whether it's with our customer service or our amazing staff who always deliver award-winning, safe, clean water to your taps.

Lastly, our brand is important because it makes a memorable impression and distinguishes us from any other regional water and sewer utility company.

All of our municipal partners including Miami Gardens, Aventura, Sunny Isles Beach, and Golden Beach will agree there is only one NMB Water... and you can take that to the tap!



We'll drink to that. Cheers!