

DROPS OF KNOWLEDGE

NMB WATER NEWSLETTER - MAY 2023



CUSTOMER SERVICE 101

HELP SAVE THE PLANET AND SAVE MONEY TOO

Did you know that 1994 was the year that Federally mandated low-flow showerheads, faucets, and toilets started to appear on the scene in significant numbers? Now ask yourself, how can you help increase energy efficiency in your home?

- ▶ If you use a low-flow showerhead, you can save 15 gallons of water during a 10-minute shower.
- ▶ It takes about 70 gallons of water to fill a bathtub, so showers are generally the more water-efficient way to bathe.
- ▶ Most front-loading washing machines are energy and water-efficient, using just over 20 gallons a load, while most top-loading machines, use 40 gallons per load.
- ▶ Energy Star dishwashers use about 4 gallons of water per load, and even standard machines use only about 6 gallons. Hand washing generally uses about 20 gallons of water each time.
- ▶ Nearly 60% of a household water footprint can go toward lawn and garden maintenance.

If you have any questions how you can conserve more water, please feel free to contact NMB Water Customer Service at: 305-948-2960.



TRACY HIDDO
Billing Manager
NMB Water Customer Service Department

We would like to highlight a wonderful woman and a highly valued member of the NMB Water family.

When Tracy is not dedicating her Customer Service talents to managing the very important billing operations for the department, she simply loves being a mom. Tracy and her husband have one daughter studying in college, and is a firm believer that good family values are the key to improving humanity.



Her genuine interest in making the planet a better place also extends to her passion for learning about people and other cultures. Tracy says that "We are all so different, yet we have so much in common." It's probably no surprise that she enjoys watching the National Geographic channel and has a love for animals and our beautiful planet. In addition, Tracy incorporates recycling, reusing and conserving into her daily life. She just wishes that the majority of the planet would do more to care for it.

THANK YOU
TRACY
FOR EVERYTHING
YOU DO!

A DROP IN THE BUCKET

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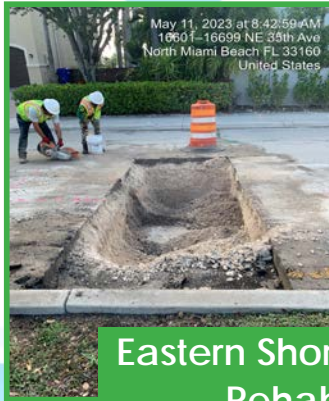
For the latest project updates and schedules, please visit our CIP dashboard at NMBWATER.com

CIP PROJECT PHOTO GALLERY

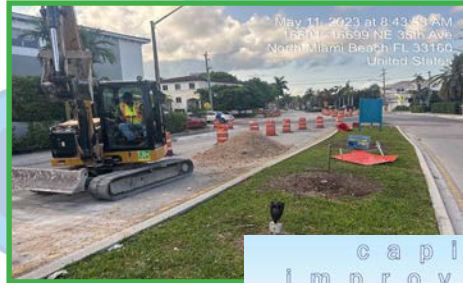
The NMB Water Capital Improvement Program is making every drop count in our service area!



153rd Street Watermain Replacement



Eastern Shores Watermain Rehabilitation



capital improvement program

DASHBOARD

around the corner



Corona del Mar Sewer System Phase 2



Norwood Water Plant Production Wells

GO WITH THE FLOW

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CONGRATULATIONS 2023 DROP SAVERS

On May 15th, NMB Water hosted a celebration for participating students, teachers and parents in our 2023 Drop Saver poster contest. Thank you for making this another highly successful year for the annual NMB Water competition!



MAKE EVERY DROP COUNT

MOUTH-WATERING NEWS

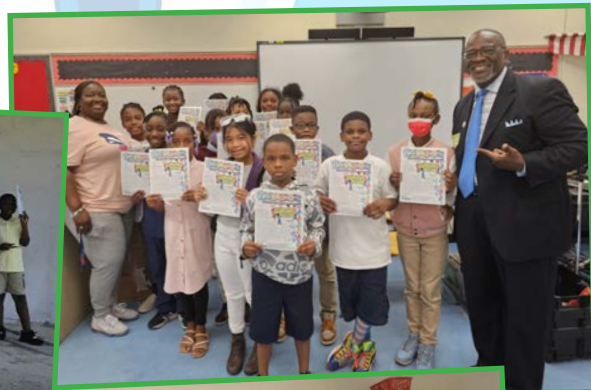
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CAREER DAY WITH NMB WATER

NMB Water visited the Oak Grove Elementary School on May 17th for their annual Career Day. The event was lead by our Public Affairs Manager Greg Williams who shared fun, water conservation lessons, as well as a career overview from his 20 plus years of Community Outreach with the City of North Miami Beach.

IT'S NOT A JOB, IT'S A CAREER



RAIN, RAIN GO AWAY

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2023 HURRICANE SEASON HAS ARRIVED

Yes, it's that time of year already, as hurricane season starts its annual cycle on June 1st. You may have heard it all, but with so many new residents moving to South Florida every year, it's always important to get prepared like it is your first time.

Hopefully you won't need to worry about it, but just in case here are some hurricane kit tips to help you out.

Stock the Hurricane Kit

Water (1 gallon of water per person per day)

Food (3 day supply of non-perishable food)

First-aid kit / Battery-powered radio / Flashlight / Batteries / Small tools / Medications

Hygiene items / Pet care items / Duct tape / Garbage bags

Can opener (manual) / Cell phone / Charger & Backup battery

Games & Toys / Reading materials / Cash

Maintain the Hurricane Kit

- Keep canned food in a dry place
- Store boxed food in tightly closed plastic or metal containers
- Replace expired items as needed
- Re-think your needs every year and update your kit as needed

Store the Hurricane Kit

Store in an easy-to-carry, water-proof container such as a backpack or duffle bag

- Home:** Keep the kit in a designated place and have it ready in case you have to leave quickly
- Work:** Be prepared to shelter at work for at least 24 hours (similar to the home kit)
- Vehicle:** In case of emergency, keep a kit in your car

Planning + Preparation = Safety

