

DROPS OF KNOWLEDGE

NMB WATER NEWSLETTER - JULY 2023



CUSTOMER SERVICE 101 IMPORTANT UPDATE ON NMB WATER PAYMENT PLANS

Recently, NMB Water has made the decision to discontinue our payment plans. One factor was the internal challenge of effectively monitoring the program. When we first implemented payment plans, an outstanding utility balance would often get transferred to a separate account, causing it to not appear as delinquent. Consequently, customers would sometimes forget about their payment plans. Upon further review, our Customer Service department observed a notable rise in delinquent balances.

How does this affect existing payment plans?

As long as the existing payment plans are being kept up to date, NMB Water will honor them. However, if customers are non-compliant, the payment plan will be removed from the account.

How long will this policy remain in place?

NMB Water will not offer additional payment plans until further notice.

If you still need help paying your bills, you may apply to the NMB Water "We Care to Share" bill payment assistance program.

Please direct all questions about your utility bill, the status of an existing payment plan or the "We Care" program, to our Customer Service Department at 305-948-2960.



REFLECTIONS IN THE WATER

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**ANGELA
GOTHIER-RODRIGUEZ**

Administrative Assistant
NMB Water Customer Service Department

We would like to highlight a selfless, young woman who has brought a fresh, new perspective to our Customer Service Department.

Angela, the mother of a teenage daughter is also a pet-mom to three cats and two dogs. She loves Stephen King, the television program Law and Order: Special Crimes Unit, arts & crafts, writing poetry, and being near the water. In addition to her joys in life, Angela is also dedicated to her family, especially her mother.

In Angela's own words...

"My mother came to the United States as an immigrant and worked two jobs for as far back as I can remember. As a single, mother of three, her entire life was upended in 2018 with a serious medical diagnosis. My mother literally fought for her life, but thankfully has been steadily improving with the help of myself, my family and a caregiver. Throughout all of her struggles she became my superhero and the strongest person I know. I am genuinely the woman I am today because of her unconditional love. I am not sure where I would be without her."



NMB WATER EMPLOYEE SPOTLIGHT

THANK YOU
ANGELA
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

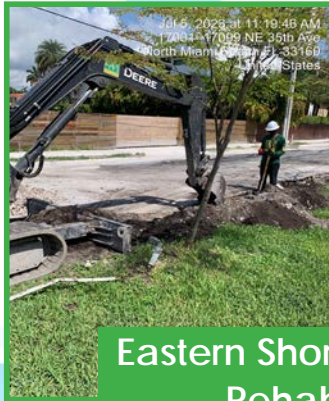
CIP PROJECT PHOTO GALLERY

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



Jul 3, 2023 at 9:39:21 AM
1970 NE 153rd St
North Miami Beach FL 33162
United States

153rd Street Watermain Replacement



Jul 5, 2023 at 11:19:48 AM
17050 NE 35th Ave
North Miami Beach FL 33160
United States

Eastern Shores Watermain Rehabilitation



Jul 6, 2023 at 11:45:49 AM
17050 NE 35th Ave
North Miami Beach FL 33160
United States

capital improvement program

DASHBOARD



Jul 6, 2023 at 10:18:48 AM



Jul 5, 2023 at 8:12:22 AM
1900-2014 NE 180th St
North Miami Beach FL 33162
United States

Corona del Mar Sewer System Phase 2



16000 Gardens FL 33160
United States
Norwood Park

Norwood Water Plant Production Wells



TOUR OF THE NORWOOD WATER TREATMENT PLANT

On July 20th, NMB Water hosted a special tour of the water plant to view first-hand the operations, as well as the Capital improvements we are making. Joining us on the tour was the NMB Chief of Police, the City Manager, select personnel from the City of NMB, members of the Public Utility Commission, the Miami-Dade County Project Coordinator for Affordable Housing, as well as municipal partners from Miami Gardens, Sunny Isles Beach and the City of Hallandale.

NORWOOD WATER PLANT TOUR



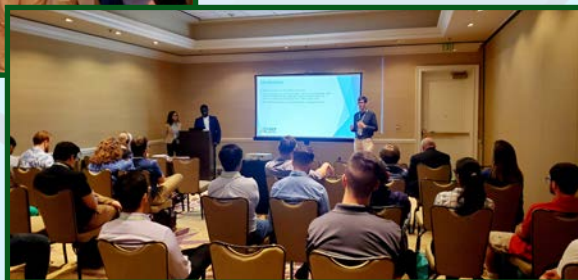
GO WITH THE FLOW

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NMB WATER TEAM EFFORTS

2023 ANNUAL ASCE FLORIDA CONFERENCE HIGHLIGHTS

Recently, NMB Water attended the annual American Society of Civil Engineers (ASCE) Conference in Orlando, FL. Several members from our team were honored to be featured guest speakers at three technical sessions. The presentation topics included our successful Capital Improvement project efforts, a comprehensive analysis of our Program Management delivery methods, and our state-of-the-art hydraulic modeling project.



STRAIGHT FROM THE TAP

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AUGUST IS NATIONAL WATER QUALITY MONTH

Water sustains all life and entire ecosystems depend on it for their survival. National Water Quality Month reminds us to take a long, hard look at what our household is doing to protect sources of fresh water.

At NMB Water, we strive every day to do our part, making sure that the water that comes from your tap is always safe for use. Please do your best to keep it clean!

