

DROPS OF KNOWLEDGE

NMB WATER NEWSLETTER - SEPTEMBER 2023



CUSTOMER SERVICE SURVEY UPDATE

As you may have already heard, NMB Water has created a survey that gives you the opportunity to speak your mind and rate us and our services.

If you would like to participate and share your thoughts, ratings and suggestions - please visit the Customer Service department at NMB City Hall or visit our website at NMBWATER.com and print out a copy.

The image shows a thumbnail of the Customer Service Survey form. It includes the NMBwater logo at the top right. Below the logo, it says 'Award Winning'. The form has a header with the title 'Customer Service Survey' and a commitment statement: 'NMB Water is committed to providing exceptional service and want to know about your experience.' Below this, there are fields for 'Name:', 'Phone:', and 'Email:'. The survey consists of six numbered questions with multiple-choice options and open-ended text boxes for answers.

Your voice will be heard!

If you have any questions, please call our Customer Service Department at **305-948-2960**

REFLECTIONS IN THE WATER

NMB WATER NEWSLETTER - PAGE 2



ARIEL VALDES
Engineer I
NMB Water Engineering Department

NMB Water would like to spotlight a gentleman who has worked for the NMB Water Engineering Department and the City of North Miami Beach for almost 30 years.

It appears at a glance that Ariel's intelligence and lifelong passion for Engineering doesn't fall too far from the tree. He is the proud father of two scholarly daughters on a similar path. His youngest daughter graduated with a degree in Civil Engineering and is currently working on her Master's, while his oldest daughter is attending the Massachusetts Institute of Technology (MIT) to attain her Ph.D. in Biomedical Engineering.



Ariel enjoys cycling, reading, gardening, Bible study groups, backyard barbecues and traveling. On a recent trip, he visited the Graceland Mansion in Memphis, Tennessee, and the Biltmore Estate in Asheville, North Carolina.

In addition to his long list of hobbies, Ariel enjoys watching popular, classic movies with Golden Age Hollywood stars like Elizabeth Taylor.



THANK YOU
ARIEL FOR EVERYTHING
YOU DO!

NMB WATER EMPLOYEE SPOTLIGHT

GO WITH THE FLOW

NMB WATER NEWSLETTER - PAGE 3



DRINK IT ALL IN

NMB WATER REALLY IS AWARD WINNING (AGAIN)

On September 20th, NMB Water competed in the annual "Best of the Best" Drinking Water Taste Test sponsored by the American Water Works Association (Florida Chapter - Region VII). The friendly competition included water utility departments from Miami-Dade and Monroe Counties.

At this year's event, NMB Water took home 1st Place proving that once again, not only do we make every drop count, but we make award-winning water for all of our 175,000 customers throughout our extensive service area!

Congratulations to all of our fabulous, hard-working personnel at the Norwood Water Treatment Plant and the NMB Water support staff who really are award-winning every day of the year!



A DROP IN THE BUCKET

NMB WATER NEWSLETTER - PAGE 4

FOR
THE LATEST
PROJECT UPDATES AND
SCHEDULES, PLEASE VISIT
OUR CIP DASHBOARD AT
NMBWATER.COM

CIP PROJECT UPDATE

NMB Water's Capital Improvement Program is an investment in the future. A great example of this is our Norwood Water Plant Production Well project. This allows us to increase the quantity of our water wells for daily operations at the plant. Working closely with the South Florida Water Management District (SFWMD), NMB Water is currently overseeing the drilling two new wells which will be connected to the plant by new transmission main lines.

The Biscayne Aquifer Well is approximately 90 feet below the land surface. The Upper Floridan Aquifer Well is approximately 1,250 feet below the land surface.

Stay tuned for more exciting project updates from our Capital Improvement Program.





NORWOOD WATER TREATMENT PLANT BEAUTIFICATION

NMB Water recently implemented a beautification program at the Norwood Water Treatment Plant. The program includes new landscaping features and the planting of native flowers. In the weeks ahead, NMB Water will also be coordinating the painting of a wall mural by local students.





ANNUAL CHLORINE DISINFECTION OF THE WATER SYSTEM

NMB Water will be performing our annual chlorine disinfection of the water system from November 5th through November 19th.

Our public awareness campaign includes web site notifications, social media posts, a Miami Herald newspaper ad, and of course, this newsletter you are reading now!

