

DROPS OF KNOWLEDGE

NMB WATER NEWSLETTER - AUGUST 2022



CUSTOMER SERVICE 101

"Insider Tips on How To Use Our Customer Web Portal - and Sign-up for Leak Alerts"

As you may already know, in recent months NMB Water introduced a dedicated Customer Service Program on our website. The free, online portal is part of our commitment to provide you with the best tools to understand and manage your account. Among the many beneficial features, it allows you to sign-up for water use notifications.

Once you are registered - click "[I Want to Sign up for Unusual Use Alerts](#)" on the home page - then click the "[Leak Alerts](#)" box - followed by "[How Much](#)". To give you the best results, see "[Use History](#)" for your normal usage - then set that number **2x times higher**.

Now tell us how you would like to be notified - [Email, Text or Voice Message](#).

A GREAT WAY TO SAVE MONEY & WATER!

Communication Preferences

Leak Alerts
You will be notified if we think you have a leak. If your property uses water continuously, tell us how much.

Email
 Text Message
 Voice Message

High Use Notifications
You will be notified when your daily use is over 2X times your normal use.

1X 3X 5X

*Typical Seasonal Use: 250 GPD

Email
 Text Message
 Voice Message



YOU DID IT!



Latanya Felix, MPA
Administrative Assistant III

NMB Water would like to spotlight a spectacular, super-stupendous woman who joined our team only 3 short years ago.

Latanya is a multi-talented colleague who is often tasked with being our Creole translator for NMB Water's community outreach campaigns. She says that the best thing about being bilingual is seeing the relief on someone's face when they realize you understand them. We have all come to admire her dazzling smile, unique sense of humor and infectious laugh. When asked if she could have any secret power she quickly answered, "to possess a magic key that could open doors anywhere in the world." Her talents outside of the office include both crafting and thrifting, and says that if she could max-out her credit card it would either be at Hobby Lobby or Goodwill (or both). Latanya (Tan for short) is a genuine, tea-sipping, force of nature who loves New Orleans, likes to say, "honeybun sugarplum", and is a fantastic addition to our NMB Water team!



NMB WATER EMPLOYEE SPOTLIGHT

THANK YOU LATANYA FOR EVERYTHING YOU DO!

STRAIGHT FROM THE TAP

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What is the healthiest beverage to drink?

Every day, you consume lots of water from foods, beverages like coffee, tea or soda, and pure water. That said, it's only natural to be curious about the quality and safety of your water sources. Drinking water standards are tightly regulated by the Environmental Protection Agency (EPA) and bottled water is regulated by the Food and Drug Administration (FDA).

Tap water is the water that you get from your faucets at home. At NMB Water, we are very proud and honored to offer our customers safe, award-winning tap water.

By opting to drink this, instead of bottled water or other beverages, you can cut down both on your expenses and how much plastic waste you generate.

What types of water and refreshments should you avoid?

Many types of water are not safe to drink. You shouldn't drink water from bodies of water like lakes, ponds, rivers, or the ocean. Water from these sources can be contaminated with disease-causing pathogens or other potentially harmful contaminants.

Plastic waste is another factor to keep in mind along with the sugar content of many refreshments. Beverage manufacturing companies that make popular drinks they call "water beverages" contain numerous ingredients in addition to just water - including added sugar. While it's alright to enjoy these beverages on occasion and in moderation, overconsumption of sugar-sweetened beverages has been linked to obesity, type 2 diabetes, and other chronic diseases.

NMB Water stands up to all the competition to quench your thirst. Your tap water is perfectly safe and by far the best option.



DRINK IT ALL IN!

WET YOUR WHISTLE

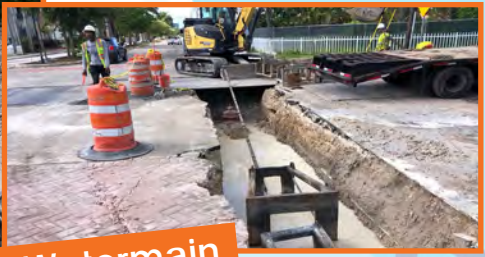
GO WITH THE FLOW

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

CIP PROJECT PHOTO GALLERY

Our Capital Improvement Program is delivering great results as promised!



Eastern Shores Watermain Rehabilitation



Corona del Mar Sewer System Phase 2



Honey Hill Watermain Rehabilitation



WHERE WATER HAS A VOICE

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CELEBRATING 7 DAYS A WEEK, 365 DAYS A YEAR

HAPPY LABOR DAY

As you enjoy the long, holiday weekend, know that our amazing personnel are working, not just on Labor Day, but every holiday including New Year's Eve, the 4th of July, Thanksgiving, Christmas and every day in between. They are heroes to us, and we hope that you will raise a glass (of great tasting NMB Water) to them as well.

On Labor Day, we respect all hard-working Americans in every industry around the country. However, we especially want to give a big shout-out to our dedicated utility staff who always go above and beyond expectations to deliver high-quality water, as well as wastewater and support services.

Collectively, they are making the community a safe and healthy place to live - allowing all of us to enjoy the most of life, no matter what challenges we have faced in the last few years.

Happy Labor Day
from NMB Water!

