



Hillsborough County Water Department senior engineer James Duncan, right, accepts the WaterReuse Association's Project of the Year award for 2003 from Pick Tally, the organization's secretary and Pinellas County Utilities director.

County Wins National Honors

The Hillsborough County Water Department's Reclaimed Water System won the WaterReuse Association's 2003 Outstanding Project of the Year award. The award was presented at the organization's annual conference held in San Antonio, Texas in September.

The national organization honored Hillsborough County for its overall program, which serves more than 10,000 customers countywide and includes a strong conservation component. Winners of the prestigious award are chosen based on their efforts to provide a high standard of service while helping to move reclaimed water technology forward.

"The project encompasses a broad geographic area in Hillsborough County ... and includes a number of wastewater/water reclamation facilities. In addition, the efforts devoted to reclaimed water Aquifer Storage and Recovery (ASR) are unique," the agency wrote on its Web site, www.watereuse.org.

"We're on the leading edge. We're ever striving for improvement," said Hillsborough County senior engineer James Duncan, who accepted the award on behalf of the Water Department.

Hillsborough County's reclaimed water program was also named the winner of the 2003 David York Award from the Florida Water Environment Association's Water Reuse Committee.

Water Department Fast Pay Options: Helping You Save Time

The Hillsborough County Water Department understands time is a precious commodity. To assist our customers, we offer two alternative payment options designed to save not only stamps and paper, but also precious time.



The Water Department's **Automatic Bill Payment** option allows us to automatically withdraw payment for your water bill from your checking or savings account about 11 days after the bill date. This option requires the completion of a simple enrollment form authorizing the Department to make the monthly withdrawals for the billing amount.

The **Rapid Pay** option is available through some banks and allows you to pay your bill directly to the Water Department from the privacy and comfort of your own home using your personal computer. Check with your bank to see if this option is available to you.

To better serve our customers, the Water Department is also investigating adding a pay-by-phone service and an Internet payment option for credit card payments. More information on these two services will be announced soon.

For more information about payment options, contact 272-6680. A customer service representative will be happy to assist you.

Hillsborough County Communicator

Published every month by the Communications Department to inform residents about the programs, services and activities of their County government. For more information, call Public Information at 272-5314 or the Hillsborough Information Line at 272-5900. Web site: www.Hillsboroughcounty.org

Daniel A. Kleman
County Administrator

HILLSBOROUGH COUNTY
Board of County Commissioners

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Keeping You Informed About County Government



November 2003

Watering Restrictions Eased, Effective November 1

Hillsborough County Commissioners voted Oct. 1 to change watering restrictions in the unincorporated parts of the county. The new restrictions, which went into effect Nov. 1, allow residents to water two days a week instead of one.

Q: Who does this affect?

A: The new restrictions affect all of unincorporated Hillsborough County, including residents who irrigate with well water. They do not apply to reclaimed water customers or customers of the City of Tampa. There are provisions for newly planted lawns and landscape materials.

Q: How often and when can I water?

- A:** Irrigation of established lawns and landscaping will be limited to two days a week as follows:
- Even-numbered addresses, or addresses ending in the letter A-M on Tuesday and/or Saturday
 - Odd-numbered addresses, addresses ending in the letter N-Z, or locations with no addresses on Wednesday and/or Sunday.
 - Watering hours are either after midnight and before 8 a.m. OR after 6 p.m. and before midnight.

Q: Where can I go for more information?

A: Go online at www.hillsboroughcounty.org, click on “departments” and head to water, or call 272-5977 and ask for a member of the Water Conservation Team. Detailed restriction information may also be obtained at 275-7094.

Make Every Drop Count!

**Use Only
What
You Need!**



We Need To Continue Conserving

While Hillsborough County has loosened the restrictions, the need to conserve water has not evaporated. Florida is an environmentally-sensitive state which experiences periods of extreme drought. In order for future generations to appreciate the quality of life we often take for granted today, we must continue to conserve our precious resources.

The County urges residents and visitors to use only what they need. An average lawn only requires about ½ inch to ¾ of an inch per application. As we enter the fall and winter seasons, the need to water is lessened.

You can help conserve water by monitoring local rainfall and watering only when it’s needed. Irrigation timers should be reset to reflect the watering restriction changes. Also, all automatic irrigation systems are required to have operable rain cut off switches to prevent the waste of water during storms.



Fire Safety Posters Win Prizes

Tom Mitchell, of Plant City Fire Rescue, and Victoria Yeakley, of Hillsborough County Fire Rescue, congratulate the students who won the Fire Rescue Safety Poster Contest. This year’s theme is “When Fire Strikes: Get Out And Stay Out!” Pictured are: Crestwood Elementary School student Laura Rivera, left, who won 2nd place; Pride Elementary School student Zhaomian Li, who won 1st Place; and Trapnell Elementary School student Sarah Ramsey, who won 3rd place. For the past 17 years, the fire departments of Hillsborough County, Plant City, Tampa and Temple Terrace have sponsored the contest to celebrate fire prevention and to raise public awareness of fire safety. The contest is open to all 5th graders in Hillsborough County.

WATERING GUIDE

- **Even numbered addresses**
- **Addresses ending in letters A-M**

WATERING DAYS

Tuesday and/or Saturday

- **Odd numbered addresses**
- **Addresses ending in letters N-Z**
- **No address**

WATERING DAYS

Wednesday and/or Sunday

WATERING TIMES

After midnight and before 8 a.m.

OR

After 6 p.m. but before midnight

Tutors Needed

Tutors are needed to teach English As A Second Language through the Tampa-Hillsborough County Public Libraries. Trained to work one-on-one with an adult, tutors are asked to commit to working 1½ hours, two times a week for at least a year.

For a schedule of tutor training and information about the program, call 273-3650 or e-mail: lituser@thpl.org.

GOT QUESTIONS?

GET ANSWERS!

272-5900

HILLSBOROUGH INFORMATION LINE