

County Government at Your Fingertips

Ever wonder who to call for a new cable line installation? To report a faulty repair job? Or to find out what eldercare programs exist in your area? The answer is right at your fingertips, in the county's new 2005 Directory of Services.

Available in January in both English and Spanish, the directory is a quick reference guide to the many services offered to citizens through Hillsborough County government. The services included in the directory are provided by the County Commission and its various departments and offices.

For your convenience, information about the Constitutional Officers, the Officers of the 13th Judicial Circuit, and the various boards, councils and authorities that make policy and/or levy taxes in Hillsborough County can also be found. Copies of the directory can also be downloaded from Hillsborough County's web site at www.hillsboroughcounty.org.



Hillsborough County's new Directory of Services will be available to residents in January 2005.

Setting a Foundation for the Future

The beginning of a new year is a time for new goals and resolutions. It also is a good time to reflect on past accomplishments. Here are a few from 2004 for the Hillsborough County Water Department. As we move ahead in 2005, we look forward to continuing to serve you and giving you our best.

- Reclaimed water award for best reuse project from the National Water Reuse Association.
- Purchased the Old Carrollwood Utility franchise, adding 1,200 customers.
- Completed design work on 19 capital improvement projects and construction on 10 projects.
- Acceptance of credit cards over the phone for bill payments
- Reduced the county's cost for constructing water and wastewater lines
- Added more than 7,100 Equivalent Residential Connections and established more than 600 new residential reclaimed water connections
- Responded to approximately 17,300 walk-in customers
- Established more than 7,700 new water, wastewater, and/or reclaimed water service connections
- Handled more than 275,900 inquiries
- Processed more than 1.5 million payments
- Read more than 1,577,324 meters in fiscal year 2004, compared to 1,430,918 meters in fiscal year 2003
- Received the Gold Award from the Association of Metropolitan Sewerage Agencies for operations at the Dale Mabry Advanced Wastewater Treatment Plant
- Received the Silver Award for operations at the Valrico Advanced Wastewater Treatment Plant

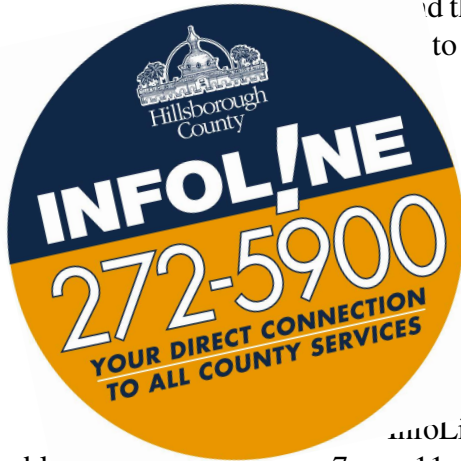
Avoid a Fine, Water at the Right Time!

Water restrictions vary in different areas of the county. Follow the restriction guidelines for your area and avoid fines that can range anywhere from \$102 for a first offense to a maximum of \$500 and a mandatory court appearance if you're caught in violation a third time.

"Fines can range anywhere from \$102 to more than \$500."

Restrictions apply to all water sources including private well, surface water and utility-provided water. Only reclaimed water and low volume irrigating devices such as drip or soaker hoses are not restricted except for use on lawns. For details, call 275-7064.

Got Questions? We've Got Answers



and the answers to your questions by calling the County's InfoLine. A service of eCitizen on Centerline is available

7a.m.-11p.m. Staff is available to answer questions and handle complaints about county government services, and refer you to social service organizations and other government agencies.

In addition to bi-lingual services for our Spanish-speaking residents, the Citizen Action Center provides TTY access for the hearing impaired. Call 301-7173 for more information.

Get connected to your county government with County Administrator Pat Bean on

County Connection with



Pat Bean

Tuesday at 9:30 p.m.
Wednesday at 8 a.m.
Thursday at 9:30 p.m.
Sunday at 8 p.m.

NEWS BRIEFS...

We're Working Hard for You

Hillsborough County government is looking out for your interests. Verizon was recently granted permission to dig fiber-optic lines underground again, but with limitations. The recent "stop-work" order was modified and now allows limited work, such as "potholing," in areas previously inspected by county employees. The order came after numerous ruptured lines left neighborhoods without water.



Service Center Relocates

Hillsborough County's Neighborhood Service Center in Plant City moved to a new location last month. The facility, now located at 307 N. Michigan Ave., provides health and social services to low-income families in a community-based setting.

For more information about the services offered by the center, call (813) 757-3871.

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 the Hillsborough Information Line at 272-5900, or visit the county's website at: www.hillsboroughcounty.org

Board of County Commissioners

Jim Norman, Chair
 Ken Hagan, Vice Chair
 Brian Blair
 Mark Sharpe
 Patricia G. Bean
 County Administrator
 Kathy Castor
 Thomas Scott
 Ronda Storms



COMMUNICATOR

Hillsborough County
 Keeping You Informed About County Government
 JANUARY 2005



New Board of County Commissioners: Standing, left to right, Ronda Storms, Thomas Scott, Jim Norman, Mark Sharpe, Ken Hagan. Seated: Brian Blair and Kathy Castor.

New Look For Commission

Hillsborough County Commissioners began the new year with a new slate of officers and two new members. Jim Norman was chosen by his colleagues to be chairman, with Ken Hagan serving as vice chairman and Mark Sharpe as chaplain.

New to the Commission are Sharpe and Brian Blair, who were elected in November to countywide seats. Commissioners Ken Hagan and Ronda Storms were re-elected.