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## We're At Your Service

A new year is a time for new goals and resolutions. It's also a time to reflect on past accomplishments like these from Hillsborough County's Water Department, now called Water Resource Services:

- Connected the South-Central Service Area to Tampa Bay Water's regional water system, including constructing a new high-pressure, potable water service pump station in the Brandon area, and returning the Brandon area and south Hillsborough County to a twice-a-week watering schedule
- Purchased 2,000 acres in the Falkenburg Road area for a new water treatment plant, scheduled to be constructed in 2008
- Connected 1,200 homes and businesses in the original Carrollwood subdivision to the Northwest potable water system
- Provided an average of 43 million gallons a day of potable water to 135,000 customer connections
- Processed an average of 34 million gallons a day of wastewater
- Delivered more than 15 million gallons a day of reclaimed water to 13,000 residential and commercial customers

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## Do We Have Your Number?

If you've recently received a recorded telephone message from Water Resource Services, then you've been helping us test a new outdial system that will enable us to better serve our customers.

Sometimes referred to as "reverse 9-1-1," the outdial system allows us to record a telephone message, select the customers who should hear it, and program when the calls will be made. We've installed the system because we're always looking for additional ways to notify you about emergency matters, such as large-scale boil water notices, as well as timely information such as a change in watering re-

- Responded to more than 9,100 accidental line breaks, of which 73 percent were caused by outside companies and contractors
- Installed and repaired valves in the Clair Mel area
- Answered 330,000 customer calls and assisted 124,339 walk-in customers
- Performed 1,667,058 meter readings
- Scheduled visits and/or responded to 100 percent of all water quality calls within 24 hours
- Water conservation team issued more than 4,000 watering citations and warnings
- Conducted more than 4,000 inspections at industrial and commercial facilities
- Began a five-year, \$2.6 million program to increase hurricane preparedness
- Began purchasing equipment and construction materials for the new Northwest Sludge Processing Facility, which will convert sludge - the byproduct of the wastewater treatment process - into dry pellets that can be reused as plant fertilizer

strictions or a new service that's available in your area.

You can help us make the best use of this new system by ensuring the phone number we have for you in our database is correct, especially after-hours or on weekends where you will receive calls or have the ability to have them recorded. That might be a home phone or even a cell phone. Numbers should also be limited to seven digits, with no extensions. To update your records, call Customer Service at 272-6680 during normal business hours, and press "0" to speak to a representative.

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## Take the money. You've earned it.

Did you earn less than \$37,263 in 2005? **The Prosperity Campaign** of Hillsborough & Pinellas Counties wants to make sure you get back all the money you are entitled to without any hidden fees or costs. Based on your earnings, number of qualifying children and filing status, you may be eligible for the Earned Income Tax Credit (EITC) of up to \$4,400. You may also be eligible for the Child Tax Credit (CTC) which can equal up to \$1,000 for each qualifying child.

To ensure you receive all the money you are entitled to, the **Prosperity Campaign's** trained

volunteers will prepare your tax return for **free**. Open from January 14 to April 15, there are more than 20 free tax preparation and e-file locations throughout Hillsborough County. For the location nearest you, call **2-1-1** or 234-1234 from a cell phone.



### What Is The Prosperity Campaign?

The Prosperity Campaign is a collaboration of nonprofit organizations, social services, government, and businesses with a mission to expand the impact of EITC outreach and free tax preparation programs. In addition to Hillsborough County Health & Social Services, the Prosperity Campaign is supported by AARP Tax-Aide Foundation, Children's Board of Hillsborough County, IRS, Juvenile Welfare Board of Pinellas County, Pinellas County, United Way of Tampa Bay, and others.

# The “New” HTV22 Makes its Debut

Hillsborough County’s television station - HTV22 - is launching its new and improved look in December. Five new magazine-style programs debut; each featuring an assortment of five-to-seven minute segments highlighting specific county events, programs, departments and services. This new style of programming will enable Hillsborough County to provide more timely information to its citizens about a wider variety of topics.



The new flagship program, *Inside Hillsborough County* will air two shows a month and feature a different county department or agency. Other programs include *S.A.F.E. and Sound*, focusing on public safety concerns; *Traditions*, which covers topics about Hillsborough County’s cultural affairs; *In Focus*, a new “mini-series” featuring a single subject or department that will be shown over a period of weeks.

Finally, *County Update* airs each weekday and covers breaking, time sensitive issues around the county and recaps County Commission meetings. For a complete schedule, visit HTV22 online at [hillsboroughcounty.org/htv/](http://hillsboroughcounty.org/htv/).

## CORRECTION

In last month’s issue of *The Communicator*, an inaccurate watering schedule was published for addresses ending in odd numbers or letters N-Z. The correct watering days are Wednesdays and Sundays. Addresses ending in even numbers or A-M may water on Tuesdays and Saturdays. For most, watering is allowed before 8 a.m. or after 6 p.m. For details, contact Hillsborough County’s Florida Yards & Neighborhoods program at [hillsborough\\_fyn.ifas.ufl.edu](http://hillsborough_fyn.ifas.ufl.edu).

## NEWS BRIEFS...

### Northwest Service Center Makes a Move

More storage and customer service space are a few of the advantages of the Water Resource Services’ new service center, located at 15610 Premiere Drive.

The 22,000 square foot facility provides easier night drop payment access, and more services including payment acceptance, new account establishment and assistance with bill questions.



The new facility is open weekdays from 7:30 a.m. to 5 p.m.

And, the department’s South-Central Customer Service Center is located at the Brandon Crossings Shopping Center at Falkenburg Road and State Road 60, while the SouthShore Regional Service Center off of State Road 674 opens later this month.

## 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](http://www.hillsboroughcounty.org)

### Board of County Commissioners

Jim Norman, Chair	
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**Hillsborough County**  
**COMMUNICATOR**  
Keeping You Informed About County Government  
JANUARY 2006

## Different Name BETTER SERVICE

The Water Department begins the new year with a new name and a new dedication to providing the best possible service to our customers.

We are now officially called Water Resource Services. The new name is part of a major restructuring of the department by director Paul Vanderploog. In fact, it’s the first comprehensive reorganization of the department in approximately 18 years.

What does this mean for you? The new organizational structure will help us be more responsive to customers and employees. Improvements are already being made in how operations are coordinated, purchases are made and contracts handled, the way inventory and assets are managed, and emergency response. In short, these improvements will help us do our jobs better and more efficiently, and that means better service for you.

As always, anytime you need assistance, please call Customer Service at 272-6680. If you have an emergency after normal business hours, call 744-5600.



Vanderploog makes changes to better serve customers.

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