

Important Change in Watering Restrictions



Once-a-week restrictions on watering established lawns and landscaping are now in effect in unincorporated Hillsborough County.

Rainfall in our region has been well below what it should be this year, stressing water supplies. Under the revised restrictions, watering of established lawns and landscaping is allowed only on weekdays.

There are special rules for new sod, and when professional companies apply pesticides or fertilizers to lawns. Planting materials other than lawns may be watered by hand or with a low-volume irrigation system at any time.

Reclaimed water customers are exempt from the restrictions; however, these customers are encouraged to use only what they need.

When Can I Water?

It's easy to remember your new watering day. Just follow the guide below:

- Monday - addresses ending in 0 or 1
- Tuesday - addresses ending in 2 or 3
- Wednesday - addresses ending in 4 or 5
- Thursday - addresses ending in 6 or 7
- Friday - addresses ending in 8 or 9, locations with no address (common areas, entry areas), and locations with mixed addresses (office complexes, shopping centers).

Water before 8 a.m., or after 6 p.m.

For information on restrictions, and how to avoid a fine, call 275-7094 for a recorded message, visit www.hillsboroughcounty.org/water and click on the "Restrictions & Conservation" button, or call the Water Conservation Team at 274-6800 during regular business hours.



County's Credit Rating Upgraded to Highest Rating

Hillsborough County government has received confirmation from credit rating agency Standard & Poors that they have raised the County's general credit rating to "AAA." This upgrade makes Hillsborough County one of only two counties in the state that has received this highest rating from the agency.

Standard & Poors cited the County's financial performance, strong economy, and financial management as the main reasons for the upgrade. A higher credit rating means lower borrowing costs, greater attraction for corporate relocation prospects, and increased value in bond holdings by investors.

In addition to raising the County's general credit rating, Standard & Poors also raised the rating on its Environmental Lands Acquisition Protection Program Bonds to "AA+."

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

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COMMUNICATOR

Keeping You Informed About County Government

February 2007

Quality Service - We Guarantee it!

In an effort to ensure greater value to citizens, Hillsborough County is offering guarantees for many of its various services. Whether it's making sure your pet gets a registration tag in a timely manner or responding to downed street signs or signals within 24 hours, raising the bar on County services means greater accountability.



The Guaranteed Quality Service Program is newly under way, starting out with about a dozen guarantees from 10 different departments/divisions, with more being developed by other County departments to be introduced this year.

The Guaranteed Quality Service Program is one more way that Hillsborough County is working to become the best county government in the nation.

For a complete list of service guarantees offered by all County departments, log on to www.hillsboroughcounty.org, click on the "A-Z Index" link, then select "Service Guarantees."

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FREE GARDENING WORKSHOPS!
Northwest Hillsborough
Saturday, March 31



Compost Happens: 9 - 10 a.m.
Rain Barrel: 10 - 11 a.m.
Water-Wise: 11 a.m. - Noon

UF UNIVERSITY of
FLORIDA
IFAS Extension

Florida
Yards &
Neighborhoods

The Hillsborough County Extension Service will offer free workshops at Water Resource Services' Northwest Customer Center, 15610 Premiere Drive, just off Northdale Boulevard, one block west of North Dale Mabry Highway.

Each attending household will receive a free compost bin, thermometer, and a rain barrel. Micro-irrigation kits also will be available for \$10.

Pre-registration is required, and seating is limited. Call 744-5519, ext. 146, or go online to http://hillsborough_fyn.ifas.ufl.edu to register. You will receive a confirmation letter with directions one week prior to the workshop.

Guarantees (Continued from Front)
Meter Read Guarantee

Water Resource Services is pleased to participate in the county's new Guaranteed Quality Service program with our "Meter Read Accuracy" promise.

If you believe your meter was not read properly, call us with the numbers. If we verify we've made a mistake, your bill will be adjusted accordingly and we will issue a credit for that month's \$3.80 customer billing charge. The billing charge is a standard base charge applied to your account each month that pays for customer service and customer accounting activities.

Water Resource Services logs more than 1.7 million meter reads every year with an accuracy rating of 99.86 percent. The Guaranteed Quality Service promise is just one more way that we are committed to giving you our best.

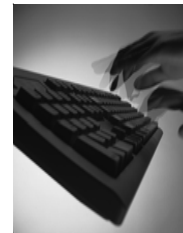
To reach Customer Service, call 272-6680.

Got E-News?

If you are looking for up-to-the minute emergency information on evacuations, shelters, and more - look no further than Hillsborough County's E-News Service, allowing residents to receive official emergency information directly from Hillsborough County.

To subscribe, go to www.hillsboroughcounty.org and click on "Emergency/Hurricane Information," located on the right-hand side of the page, then click on the "Emergency News" button and type in your e-mail address. Residents will only receive disaster-related information during a declared emergency.

During a disaster, residents can also count on HTV22 and Hillsborough County's Infoline at 272-5900 as official sources for information.



County Conducts Aging Survey

In January and February, the Department of Aging Services, in partnership with the University of South Florida's Center for Housing and Long-Term Care, will mail a survey to a representative sample of Hillsborough citizens. The purpose of the survey is to better understand the health, mental health, and long-term care needs of residents who are age 40 and older. The survey also asks about housing, employment, caregiving, and recreation.

"This is the first time that the County has conducted such a comprehensive survey of its citizens" stated Myra Price, Director of the Department of Aging Services. "We are especially excited to learn about the current and future needs of the Baby Boom generation in addition to the needs of our current older population."

A pilot of the survey will be mailed to 100 households in January 2007, and then to another 5,700 residents in February. It is available in English and Spanish, and is completely confidential. The cover letter will ask the oldest person in each household to complete the survey. If households do not have anyone who is age 40 and older, they are asked to return the survey. The surveys are returned in pre-paid envelopes to Dr. Jennifer Salmon, Director of the Center for Housing and Long-Term Care at the University of South Florida.

The citizen survey will be used to update 2000 Census data so that the County has a more complete picture of its current and future health, long-term care, housing, and recreation needs. These needs will be compared to a companion online survey of providers that is being conducted in December and January by Dr. Linda Albert, also of the University of South Florida.

According to Dr. Salmon, "When the needs meet the available services, the County is in good shape. But where there are gaps, we will work with the Department of Aging Services and other County departments to develop priority goals for Hillsborough County's Master Plan." That plan will be presented at community meetings in June 2007, for citizen feedback. For more information, please contact Dr. Salmon at: 813-974-6873.