

To Flush Or Not To Flush? That Is The Question

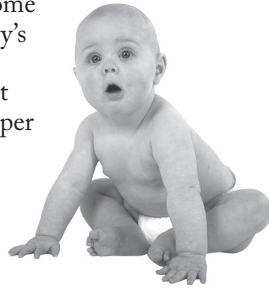
What happens after we flush a toilet is not something to which most people devote a great deal of thought – until the toilet backs up.

Paper and plastic wastes that are not easily shredded or dissolvable can cause real problems when they're flushed – not just for the plumbing in a home or building, but also for the County's wastewater collection system.

Most sewage pump stations can't handle a lot of plastics or heavy paper products. Clogged pumps can't move the wastewater to its proper destination – the treatment plant – where it's cleaned and disinfected to protect public health. And wastewater that's not moving through the system may overflow into homes, businesses, streets, lakes, rivers and ponds.

The solution is simple. Don't flush paper towels and napkins, feminine products, hygiene towels (like those used in patient care), baby wipes, moist towelettes, small toys, plastic bags, syringes, rags, contraceptive products or clothing.

For more information on preventing wastewater overflows, contact the Hillsborough County Public Utilities Department Pretreatment staff at (813) 272-5977, ext. 43533.



Diapers are meant to catch overflows, not create them!

Direct Connections Mean Big Savings

(Continued From Front)

Wastewater Treatment Plant and a master sewage lift station were hooked up in October 2009. That's saving the department more than \$420,000 a year.

Each of the facilities has backup emergency generators in case electrical service is interrupted. The electrical transmission lines are underground to protect them in the event of a hurricane or other major storm.

In addition, the electrical transmission main to the Central Hillsborough Water Treatment Facility was designed so that other existing and future County facilities nearby can connect.

Turning trash into a treasure of savings – it's just one more example of how the Hillsborough County Public Utilities Department seeks to serve our customers in ways that are cost-effective, efficient and innovative.

Watering Restrictions Reminder

Irrigation of established lawns and landscaping is allowed two days a week in Hillsborough County.

Take note, however, that restrictions could change if our weather conditions warrant. It's always a good idea to check water restrictions regularly – a citation means a penalty starting at \$100 for the first offense.

For complete information on the restrictions, including rules for watering-in lawn treatments and new sod, visit www.hillsboroughcounty.org/water, call (813) 275-7094 for a recorded message, or contact the Water Conservation Team at (813) 272-5977, ext. 43991, during regular business hours.

In unincorporated Hillsborough County and the City of Tampa, the current watering schedule is:

- **Addresses ending in 0, 1, 2 or 3** – Mondays and Thursdays.
- **Addresses ending in 4, 5 or 6** – Tuesdays and Fridays.
- **Addresses ending in 7, 8 or 9**, locations with no address, and locations with mixed addresses (such as office complexes and shopping centers) – Wednesdays and Saturdays.

All watering must be done before 8 a.m. or after 6 p.m.

If you have friends or family members who have their own wells, do them a favor and let them know that the restrictions apply to most water sources, including private wells, and ponds or lakes that are used as alternate irrigation supplies.



COMMUNICATOR

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COMMUNICATOR

Keeping You Informed About County Government

Direct Electrical Connections Power The Way For Big Annual Savings

How are banana peels, food wrappers and other household trash helping the Hillsborough County Public Utilities Department hold down the cost of providing service to our water and wastewater customers?

The answer is as close as the nearest light switch.

Thanks to a U.S. Department of Energy grant, Public Utilities recently connected its Central Hillsborough Water Treatment Facility to the County Resource Recovery Facility's electrical power output. That means the water plant is getting its electricity directly from the waste-to-energy facility, saving Public Utilities approximately \$79,000 a year.

Located on Falkenburg Road in Brandon, the Resource Recovery Facility burns approximately 1,400 tons of garbage a day, generating enough electricity to supply the power needs of 30,000 homes. The facility is about a mile from the Central water plant, which provides an average of 10 million gallons of drinking water a day to residents in the central and south areas of Hillsborough County.

The water plant is not the only Public Utilities operation that receives its electricity from the waste-to-energy facility. The Brandon Support Operations Complex, the Falkenburg



The Central Hillsborough Water Treatment Facility began operating in February 2009.

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- Reservoir Renovation To Get Under Way
- Share Your Library Memories

Project Will Repair And Expand Regional Reservoir



Tampa Bay Water's board of directors has approved a \$162 million contract with design-builder Kiewit Infrastructure South to renovate the regional reservoir and increase the

The reservoir provides an alternative to using groundwater for drinking water.

facility's storage by 3 billion gallons.

Tampa Bay Water provides wholesale water to the public utility systems of Hillsborough, Pasco and Pinellas counties, as well as the cities of New Port Richey, St. Petersburg and Tampa.

The water supplier's 15.5 billion gallon C.W. Bill Young Regional Reservoir in south Hillsborough County stores surplus water from the Tampa Bypass Canal and Alafia and Hillsborough rivers.

Cracking appeared in the reservoir's soil-cement, erosion-control lining in 2006. Kiewit's solution addresses the underlying cause of the cracking with a proposed design that prevents water from being trapped behind the soil cement.

The extensive project will include a new geomembrane and stair-step soil cement around the entire interior face. According to Tampa Bay Water, this type of cement can withstand frequent drain and fill cycles, wave action and storms. The repairs and

expansion are expected to be finished by November 2014.

Tampa Bay Water estimates that the total project cost could add as much as \$0.16 per 1,000 gallons of water to their wholesale water rate. That amounts to about \$1.20 per household, per month, although the full increase would be phased in annual increments. Hillsborough County Public Utilities Department customers can anticipate seeing the first impact in the "Purchased Water Charge" line item on their bills beginning in November 2012.

Tampa Bay Water hopes to offset the cost of the repairs and the amount of the rate increases with a successful lawsuit against the reservoir designer. The agency also is pursuing co-funding from the Southwest Florida Water Management District for the expansion.

What Is The "Purchased Water Charge?"

What is the "Purchased Water Charge" on your monthly water/wastewater billing statement?

Hillsborough County does not own any drinking water sources, such as wellfields or reservoirs. Nearly all of the drinking water we provide to our customers is purchased from Tampa Bay Water. Depending on where you live, you may also be drinking water we buy from the cities of Tampa, Temple Terrace or Plant City.

The cost of this purchased water is paid by our customers through the "Purchased Water Charge," which is averaged and calculated annually. Every customer pays the same rate. Generally, any change in this pass-through rate begins Oct. 1, and is reflected in bills beginning with your November statement.



Tampa-Hillsborough County Public Libraries will celebrate their 100th anniversary in 2014. To prepare, the Libraries have partnered with the Tampa Bay History Center to produce the *Library History Roadshow*.

The *Library History Roadshow* will make stops at library branches throughout Hillsborough County over the next several years, gathering and documenting library photographs, memorabilia and stories.

Staff and volunteers work on site at the *Library History Roadshow* to digitally scan photos and print items that residents bring, and immediately return the originals to their owners. Attendees also can record video and audio stories that share their historical knowledge and library experiences.

In November, the *Library History Roadshow* will feature the Hyde Park Branch Library, a wooden two-room building that served the Hyde Park residential area from 1922 to 1968. This *Roadshow* stop will be Nov. 19 from 10 a.m. to 3 p.m. at the Old Hyde Park Art Center, 705 Swann Ave. in Tampa.

For additional information about the *Library History Roadshow*, visit <http://tbplhistoryroadshow.blogspot.com>, or call the Tampa-Hillsborough County Library System at (813) 273-3652.

Select From Many Convenient Ways To Pay Your Water/Wastewater Bill

The Hillsborough County Public Utilities Department understands that your time is a precious commodity. That's why we offer several options for paying your water and wastewater bill. Save stamps and paper, too!

Online - view account information, make a credit card or ACH withdrawal payment, and set up automatic e-mail notification of your bill, by going to <http://iwr.hillsboroughcounty.org/hcweb>. You can also opt for paperless billing.

Recurring Bill Payment - allows automatic withdrawal from your checking or savings account, or by credit card, generally 11 days after the bill date. Sign up by going to <http://iwr.hillsboroughcounty.org/hcweb>.

Rapid Pay - available through some banks; allows you to pay your bill directly to the Public Utilities Department using your personal computer. Check with your bank to see if this is available to you.

Pay-By-Phone - use a credit card and pay 24 hours a day, seven days a week through the Automated Account Information system. Call (813) 276-8526.

Amscot - pay your water/wastewater bill at any location in Florida. A \$1 fee is charged by Amscot. Payments made before 8 p.m. are posted to your account on the same business day.

For more information about any of these options, call Customer Service at (813) 272-6680.

Conservation Corner: Fix Your Flapper

A warped or poorly-fitting toilet flapper can waste up to 200 gallons of water a day and may cost hundreds of dollars a year in wasted water.

A flapper is a mechanism in the toilet tank that is the moving part of the flush valve, sealing water into the tank and allowing water to exit the tank when flushed. Flappers deteriorate over time due to use, cleaning chemicals and the disinfectants used to treat drinking water.

Flappers cost just a few dollars and are available at hardware stores and home discount stores. Be sure to buy the right size, since an improperly-fitting flapper can cause the same problems as a worn one. This small investment can make a big difference in conserving water and saving money on your water bill.