

What North Miami Community members need to know about their water service, flood protection and the National Flood Insurance Program.

We encourage you to share this report with members of your household.



2023 Water Quality Report

The background of the page features a repeating pattern of wavy lines in two shades of blue and one shade of green. In the bottom left corner, there are two stylized water droplets: a small blue one and a larger white one with a green outline.

2024 Flood Hazard Information

An Kreyol - Si ou ta vlé résévwwa enfomasyon sa an kréyòl, rélé niméwo
téléfon sa 305-895-9830.

En Español - Si usted quiere recibir este folleto en Español, por favor
llame al teléfono 305-895-9830.

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A Message from the Director

Welcome to this year's edition of our annual Consumer Confidence Report (CCR), also known as our Water Quality Report. The United States Environmental Protection Agency (USEPA) requires every community water supplier to provide a CCR to its customers. In addition to the CCR, our Flood Hazard Information brochure is included in this document. Our CCR combines two required annual notices into one brochure that results in major savings for the City on production costs. The CCR provides important facts about the source and quality of our drinking water and can help you understand how your drinking water affects your health. This edition of the CCR includes testing results on our water system from 2023. This document also contains important information on potential flood hazards, flood protection, flood safety and about the Federal Emergency Management Agency's (FEMA) Community Rating System (CRS).

The City of North Miami continues to provide drinking water that meets and/or exceeds all local, state, and federal requirements. Updating our plans and policies, designing and building infrastructure, and promoting conservation ensures a sustainable and resilient water supply that addresses our current and future needs. This year, we continue to take steps towards enhancing our water utility infrastructure by undertaking water main improvement projects. We are installing new larger size water mains to upgrade existing infrastructure that is aging and undersized. Our goal is to improve our water system operation and performance as well as improve public health and safety with new water system infrastructure.

We value your input and would like to hear from you. Please feel free to complete our customer service feedback survey so we can continue to improve services and meet your expectations.

The survey can be completed by visiting:

<https://www.northmiamifl.gov/FormCenter/Public-Works-13/Customer-Service-Feedback-Survey-58>

If you have any questions or concerns, please feel free to contact us by email at:

publicworks@northmiamifl.gov or call us at 305-895-9830.
Thank you for taking the time to read the latest edition of the CCR.

Jeff Geimer, MPA
Interim Public Works Director
City of North Miami



The Mission of Our Water and Sewer Utility

The City of North Miami's Water and Sewer Utility is committed to providing high quality, safe drinking water to all customers by achieving the following objectives:

1. Protect public health by distributing safe, potable water to all customers.
2. Maintain adequate pressure and volume to meet fire protection requirements.
3. Keep the utility's cost as low as possible, while complying with all applicable regulations.

The City of North Miami works around the clock to provide the finest water to every tap. We ask that all of our customers help us protect our water sources, which is the heart of our community, our way of life, and our children's future.

Facts About the Water We Drink

The Source of Our Water

The goal of North Miami's Water Utility is to provide our water customers with a safe and dependable supply of drinking water every day. North Miami's water source is groundwater from the Biscayne Aquifer, pumped from eight service wells. To provide water service to our entire City and surrounding communities, water is purchased from Miami-Dade County, which is also treated groundwater from the Biscayne Aquifer.

The Biscayne Aquifer, named after Biscayne Bay, is a shallow layer of highly permeable limestone under a portion of South Florida. It underlies approximately 4,000 square miles (10,000 km²) throughout Monroe, Miami-Dade, Broward and Palm Beach counties. This water is often referred to as groundwater or the water table and provides virtually all of the water that is

used by the residents of South Florida. The water travels slowly in an east-southeasterly direction at a rate of approximately two feet per day. This process provides for natural filtration and results in generally clean water.

Treating Your Water

The City of North Miami's Norman Winson Water Treatment Plant at Sunkist Grove uses a lime softening process to treat water drawn from the Biscayne Aquifer (groundwater) to ultimately provide the highest quality drinking water to your home or business. While the Biscayne Aquifer provides ample water, it also contains elevated levels of minerals, including calcium and magnesium. Treatment is necessary to reduce mineral levels to prevent buildup in piping and discoloration of household fixtures.

The first step of the water treatment process is aeration, which removes unwanted elements such as carbon dioxide and hydrogen sulfide that can lead to taste and odor issues. In the next step, sodium-hypochlorite (liquid chlorine) and lime are added to the water to destroy bacteria and remove minerals, such as iron. The removal of iron is critical because it prevents staining of plumbing fixtures and sinks. The next process involves the water flowing through anthracite coal filters to remove any remaining fine particles. After the filtration process, a mixture of sodium-hypochlorite and ammonia is added to the water. This mixture helps maintain adequate levels of disinfection and ensures that the drinking water remains free of bacteria as it makes its way through the distribution system. As part of the final treatment process, fluoride is added to the water. Quality Assurance testing is performed every hour by state-licensed water treatment operators to ensure that the water leaving our water plant meets and/or exceeds all federal, state, and local regulations, as well as the City's quality standards. City of North Miami employees are committed and take great pride in ensuring that every drop of water delivered to our utility customers is safe drinking water.

Water Service Area

90,000 + Consumers

The City's water distribution system consists of more than 300 miles of water lines that transport treated water to your home or business and serves a population of over 90,000 people in a 13 square-mile area. Utility customers are located within the City of North Miami, as well as portions of unincorporated Miami-Dade County, Miami Shores, and Biscayne Park. We also provide an emergency interconnect with the City of North Miami Beach.

The City also purchases water from Miami-Dade County's water system through several metered interconnects throughout the City's distribution system.

Community Conservation: Use Water Wisely

Water: A Precious Resource

Here in South Florida, as throughout the southeastern United States, permanent watering restrictions have become a way of life due to drought conditions. We encourage you to conserve water whenever possible. For more information on water use, restrictions conservation and rebates, visit the South Florida Water Management District's website: www.sfwmd.gov or Miami-Dade County's website at www.miamidade.gov/waterconservation.

You can now pay your North Miami utility bill online by visiting NorthMiamiFL.gov/utilitybill and select the "New User" tab to create your online account. The system will give you the total amount of your payment due, obtain approval of the charge, as well as issue an on-screen confirmation number.

Utility billing customers can access information for multiple accounts such as payment history and account summaries. Water service customers can track their water consumption and set up paperless statements, which helps to reduce the environmental impact of our operations.

Water Conservation Incentive Programs

Commercial Restaurant Spray Valve Exchange Program

Restaurants in North Miami can also reduce water consumption by exchanging existing sink spray valves with Power Rinser low-flow pre-rinse valves provided by the City. These valves can reduce water usage by up to 80% and save your business up to \$1,300 per year. The Power Rinser spray valves are interchangeable with all brands and come with a five-year manufacturer's warranty. To participate in this program, business owners must bring their existing spray valve in exchange for a new one.

Residential Showerhead Exchange Program

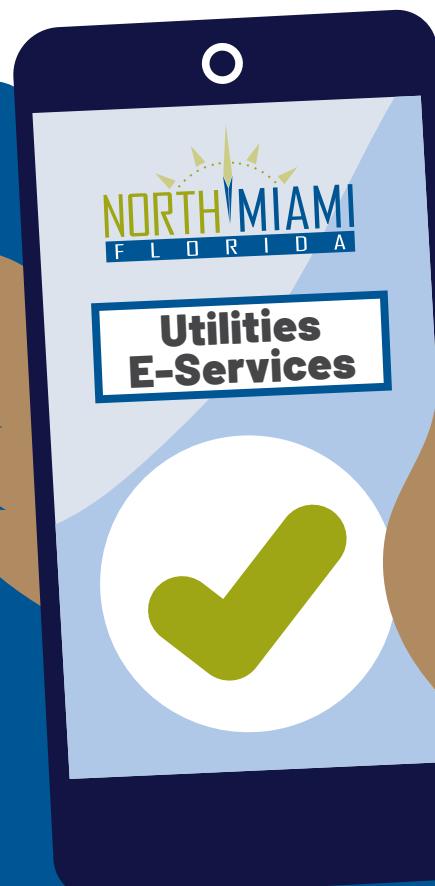
The City of North Miami also offers a showerhead exchange program for its residents. Replacing your existing showerheads with a new high-efficiency showerhead has the potential to reduce your water use in half. To participate in this program, residents must bring us their old showerheads for a new replacement.

Fixtures can be exchanged at:

North Miami City Hall – 1st Floor, Utility Billing Office

776 NE 125 Street, North Miami, FL 33161

Monday through Friday, 8 a.m. - 5 p.m.





Health and Safety Standards

We are pleased to report that our drinking water meets all federal, state, and local regulations and continues to exceed the quality standards set forth by the City.

The United States Environmental Protection Agency (EPA) and the Florida Department of Environmental Protection (FDEP) are responsible for setting both primary and secondary water standards to ensure the safety of the public's drinking water supply. Primary standards protect the public's health against substances that may be harmful to humans if consumed extensively. Secondary standards control the aesthetic qualities of the water such as taste, odor, and clarity, but do not impact the public's health. <https://www.epa.gov/ground-water-and-drinking-water>.

The City of North Miami regularly monitors our drinking water supply for contaminants according to all federal and state laws, rules and regulations. This report is based on the results of our monitoring period from January 1, 2023 to December 31, 2023. Data obtained before January 1, 2023, and presented in this report are from the most recent testing done following federal water quality regulations.

What Should You Know About Certain Contaminants

The presence of certain contaminants in drinking water does not necessarily pose a health risk. Some people may be more vulnerable to the effects of certain contaminants in drinking water than the general population. Immunocompromised persons such as cancer patients undergoing chemo-

therapy, persons with organ transplants, individuals with HIV/AIDS or other immune system disorders, certain members of the elderly community, and infants may be at risk for infections. Anyone who falls into these categories should seek advice about drinking water from their healthcare providers.

Guidelines established by the EPA and The Center for Disease Control (CDC) on appropriate means to lessen the risk of infection by *Cryptosporidium*¹ and other microbial contaminants are available by calling the Safe Drinking Water Hotline at **1-800-426-4791**.

*Cryptosporidium*¹ is associated primarily with surface water sources; however, North Miami's drinking water is from a groundwater source.

¹*Cryptosporidium* is a microscopic organism that, when ingested, can result in diarrhea and other gastrointestinal symptoms.

Source Water Assessment (SWA)

The Florida Department of Environmental Protection (DEP) conducts ongoing assessments of public drinking water systems throughout the state. DEP identifies and assesses any potential sources of contamination in the vicinity of the City's water supply. North Miami's water system was assessed in 2023.

A report for the City's water system is available on the DEP SWAPP website, <https://prodapps.dep.state.fl.us/swapp/>, where you can search by county and water utility provider.

Contaminants

The sources of drinking water for both tap water and bottled water, include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it absorbs naturally occurring minerals and, in some cases, radioactive materials. The flowing water can also contain substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- A. Microbial contaminants, such as viruses and bacteria, may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B. Inorganic contaminants, such as salts and metals, can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C. Pesticides and herbicides may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- D. Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes, petroleum production, and possibly from gas stations, urban stormwater runoff, and septic systems.
- E. Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

To ensure tap water is safe to drink, the EPA prescribes regulations that limit the number of contaminants found in water provided by public water systems. Regulations from the Food and Drug Administration (FDA) set restrictions for contaminants found in bottled water. These rules also provide the same benefit to public health.

Drinking water, including bottled water, may contain small amounts of contaminants. This does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at **1-800-426-4791**.

Lead Contaminants

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The City of North Miami's Water Utility is responsible for providing high-quality drinking water but cannot control the

variety of materials used in plumbing components. When your water is not being used for several hours, you can minimize the potential for lead exposure by flushing your tap for thirty seconds to two minutes before using the water for drinking or cooking. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure are available at www.epa.gov/safewater/lead.

You may find unfamiliar terms and abbreviations in this report. To help you better understand these terms, below you can find a few definitions:

- Action Level (AL) The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- Maximum Contaminant Level Goal (MCLG) The level of a contaminant in drinking water below which there is no known or expected health risk. MCLGs allow for a margin of error.
- Maximum Contaminant Level (MCL) The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as possible using the finest available treatment technology.
- Maximum Residual Disinfectant Level Goal (MRDLG) The level of a drinking water disinfectant below which there is no known or expected health risk. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- Maximum Residual Disinfectant Level (MRDL) The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for the control of microbial contaminants.
- Not Detected (ND) Indicates that the substance was not found by laboratory analysis.
- Parts per million (ppm) or Milligrams per liter (mg/l) One part by weight of analyte to 1 million parts by weight of the water sample.
- Parts per billion (ppb) or Micrograms per liter (μ g/l) One part by weight of analyte to 1 billion parts by weight of the water sample.
- Picocurie per liter (pCi/L) Measure of the radioactivity in water.

The City continues to voluntarily sample, test, and submit results to FDEP and DOH to ensure our community receives high quality and safe drinking water. The most current water quality results can be found in the table above.

| PARAMETERS | FEDERAL MCL (a) | FEDERAL GOAL (b) | STATE MCL | NORTH MIAMI YEAR TESTED (g) | NORTH MIAMI WATER SYSTEM | NORTH MIAMI MCL VIOL Y/N | MIAMI-DADE YEAR TESTED | MIAMI-DADE WATER MAIN SYSTEM | MIAMI-DADE MCL VIOL Y/N | MAJOR SOURCE |
|--|-----------------|------------------|-----------|-----------------------------|---|--------------------------|------------------------|---|-------------------------|--|
| MICROBIOLOGICAL CONTAMINANTS | | | | | | | | | | |
| Total Coliform Bacteria (c) | TT | 0 | TT | 23 | 0 | NO | 23 | 0 | NO | Naturally present in the environment |
| STAGE 2 DISINFECTION BYPRODUCT | | | | | | | | | | |
| Total Trihalomethanes (ppb) (d) | 80 | N/A | 80 | 23 | 33 (7-74) | NO | 23 | 57 (11-58) | NO | Byproduct of drinking water chlorination |
| Haloacetic Acid (ppb) (d) | 60 | N/A | 60 | 23 | 28 (17-48) | NO | 23 | 44 (18-52) | NO | Byproduct of drinking water chlorination |
| DISINFECTANTS | | | | | | | | | | |
| Chloramines (ppm) (e) | MRDL= 4 | MRDLG= 4 | MRDL= 4 | 23 | 2.5 (1.3-4.0) | NO | 23 | 2.6 (ND-5.9) | NO | Water additive used to control microbes |
| INORGANIC CONTAMINANTS | | | | | | | | | | |
| Arsenic (ppb) | 10 | 0 | 10 | 23 | 0.75 | NO | 23 | 1 (ND-1) | NO | Erosion of natural deposits |
| Barium (ppm) | 2 | 2 | 2 | 22 | 0.0035 | NO | 23 | 0.02 (0.006-0.02) | NO | Erosion of natural deposits |
| Chromium (ppm) | 100 | 100 | 100 | 23 | ND | NO | 23 | 0.7 (ND-0.7) | NO | Erosion of natural deposits |
| Copper (ppm) (f) at tap | AL= 1.3 | 1.3 | AL=1.3 | 23 | 0.050, 0 out of 30 homes (0%) exceeded AL | NO | 23 | 0.07, 0 homes out of 102 (0%) exceeded AL | NO | Corrosion of household plumbing |
| Fluoride (ppm) | 4 | 4 | 4 | 23(h) | 0.6 (0.1-1.1) | NO | 22 | 0.9 (0.1-0.9) | NO | Erosion of natural deposits; water additive which promotes strong teeth |
| Lead (ppb) (at POE) | 15 | 15 | 15 | 22 | ND | NO | 19 | 0.4 (ND-0.4) | NO | Corrosion of household plumbing |
| Lead (ppb) (f) (at tap) | AL= 15 | 0 | AL = 15 | 23 | 1.8, 0 out of 30 homes (0%) exceeded AL | NO | 23 | 3.2, 1 home out of 102 (1%) exceeded AL | NO | Corrosion of household plumbing |
| Nitrate (as N) (ppm) | 10 | 10 | 10 | 23 | 0.35 | NO | 23 | 0.4 (0.01-0.4) | NO | Erosion of natural deposits; Runoff from fertilizer |
| Nitrite (as N) (ppm) | 1 | 1 | 1 | 22 | ND | NO | 23 | 0.02 (ND-0.02) | NO | Erosion of natural deposits; Runoff from fertilizer |
| Selenium (ppb) | 50 | 50 | 50 | 23 | ND | NO | 23 | 1 (ND-1) | NO | Erosion of natural deposits |
| Sodium (ppm) | NE | N/A | 160 | 23 | 19 | NO | 23 | 51 (25-51) | NO | Erosion of natural deposits and sea water |
| Thallium (ppb) | 2 | 0.5 | 2 | 23 | ND | NO | 23 | 0.009 (ND-0.09) | NO | Leaching from ore-processing sites; discharge from electronics, glass, and/or drug factories |
| RADIOACTIVE CONTAMINANTS | | | | | | | | | | |
| Alpha Emitter (pCi/L) | 15 | 0 | 15 | 23 | ND | NO | 23 | ND | NO | Erosion of natural deposits |
| Combined Radium (pCi/L) | 5 | 0 | 5 | 23 | 0.3 (ND-0.3) | NO | 23 | 0.2 (ND-0.2) | NO | Erosion of natural deposits |
| Uranium (ug/L) | 30 | 0 | 30 | 23 | 1.0 | NO | 23 | 1.0 (ND-1.0) | NO | Erosion of natural deposits |
| Radon (pCi/L) | NE | NE | NE | N/A | N/A | NO | 23 | 229 (ND-229) | NO | Erosion of natural deposits |
| 2023 ADDITIONAL CONTAMINANTS MONITORING** | | | | | | | | | | |
| Perfluorooctane sulfonate (ppt) | NE | NE | NE | 23 | 44 | N/A | 23 | 39 (ND-38) | N/A | Discharge/runoff from manmade products |
| Perfluorooctanoic acid (ppt) | NE | NE | NE | 23 | 12 | N/A | 23 | 30 (ND-30) | N/A | Discharge/runoff from manmade products |
| ABBREVIATIONS & NOTES | | | | | | | | | | |
| (a) MCL = Maximum Contaminant Level | | | | | | | | | | |
| (b) Federal Goal = MCLG = Maximum Contaminant Level/Goal | | | | | | | | | | |
| (c) Total Coliform-positive samples should only be reported if there is an accompanying TT (Treatment Technique) violation. A minimum of 80 samples for total Coliform Bacteria testing are collected each month from the distribution system, in compliance with state regulation. | | | | | | | | | | |
| (d) North Miami's total of 16 samples for Total Trihalomethane and 16 samples for Haloacetic Acid, Miami Dades' Water system total of 32 samples for Total Trihalomethane and 32 samples for Haloacetic Acid testing per year from the distribution. Compliance is based on a locational running annual average; this is the value which precedes the parentheses. | | | | | | | | | | |
| (e) Compliance is based on a running annual average, computed quarterly from monthly (f) 90th percentile value reported. If the 90th percentile value does not exceed the AL (i.e., less than 10% of the homes have levels above the AL) the system is in compliance and is utilizing the prescribed corrosion control measures. | | | | | | | | | | |
| (f) Fluoride testing to demonstrate compliance with State regulations is required every three years in accordance with the State's monitoring framework. However, Fluoride levels are monitored daily at the treatment plants where fluoride is added to promote strong teeth. | | | | | | | | | | |
| (g) The data presented is from the most recent years testing conducted for these parameters in accordance with regulations. | | | | | | | | | | |
| (h) Fluoride testing to demonstrate compliance with State regulations is required every three years in accordance with the State's monitoring framework. However, Fluoride levels are monitored daily at the treatment plants where fluoride is added to promote strong teeth. | | | | | | | | | | |
| (i) PPt = parts per million or milligrams per liter (mg/l) | | | | | | | | | | |
| (j) PPb = parts per billion or micrograms per liter (ug/l) | | | | | | | | | | |
| (k) = treatment technique | | | | | | | | | | |
| (l) = ranges (low - high) are given in parentheses where applicable. The value preceding the parentheses is the highest detected level reported for the monitoring period except for disinfection by product and disinfectants and fluoride (North Miami only) where the running annual average is reported. | | | | | | | | | | |
| ** This separate table contains contaminants which MDWASD tested voluntarily and which are not currently regulated. | | | | | | | | | | |
| (POE = point of entry to the distribution system | | | | | | | | | | |



Flood Hazard Information

In 1968, Congress created the National Flood Insurance Program (NFIP) to provide affordable flood insurance to people who live in areas with the greatest risk of flooding; these areas are called Special Flood Hazard Area (SFHA). The NFIP makes federally backed flood insurance available in communities that agree to adopt and enforce floodplain management ordinances to reduce future flood damage. This is important since property owners must purchase flood insurance for property located within an SFHA.

The Community Rating System (CRS) is a program developed by the Federal Insurance & Mitigation Administration to provide incentives for NFIP communities that implement more stringent floodplain standards than the minimum NFIP requirements. The CRS rewards these efforts with discounts on flood insurance premiums. In North Miami, there are over 6,000 flood insurance policies in effect. The City's CRS Class 6 rating generates over \$1 million in savings on flood insurance premiums. Since flooding is the most common natural disaster, Florida Statutes mandate coverage equal to the

cost of rebuilding or the maximum. The amount of protection should be equal to the value of your home and possessions.

With the second longest coastline (1,350 miles) in the country after Alaska, Floridians can purchase flood insurance in any part of the state. Policies are written without exclusion for homeowners, renters, and commercial businesses. According to FEMA, urban drainage causes 20% to 25% of flood events in areas not designated high-risk flood zones. Please refer to this fact sheet in the event of an approaching hurricane, tropical storm, flash flood or heavy rainfall. During extended periods of heavy rainfall, low-lying areas within the City are subject to flooding.

This information is offered to help protect your property and reduce potential losses due to flooding. For more information about flood hazards, contact the City's Floodplain Manager at **305-895-9820**.



Flood Hazard

Arch Creek, Little Arch Creek, Biscayne Canal, and Oleta River are the four major waterways that traverse the city of North Miami. The majority of our storm sewer system empties and discharges toward one of these four waterways or the Biscayne Bay, which connects directly with the Atlantic Ocean. The waterways are influenced by tides that contribute to drainage and flood problems in the City. When there is a high tide or heavy rainfall, the storm sewer system will rapidly fill-up from surface run-off and tidal waters. This could cause flood conditions in our streets, swale areas, and lawns.

The city of North Miami is divided into two major drainage areas: (1) the area west of the Biscayne Canal, and (2) the area east of the Biscayne Canal. The area west of the Biscayne Canal has primarily sandy soil and a very low water table elevation. The remainder of the City, east of the Biscayne Canal, consists of muck, marl, and sand which primarily has high water table levels.

Your property may be elevated high enough which explains why you may not have experienced flooding. However, this may change in the future. Hurricane Andrew (1992), was not a wet hurricane compared to Hurricane Irene (1999), which registered 13 inches of rain in 24 hours. In 2000, continuous rainfall from the October 3rd "No Name" storm deposited more than 19 inches of rain in 24 hours. This storm inundated local canals and waterways, and caused unprecedented residential property damage and destruction for what was originally forecast as a severe area thunderstorm. And more recently, in 2017, Hurricane Irma produced up to 27 inches of floodwater in flood-prone areas in the City.

Stormwater System Monitoring

The City of North Miami sought to understand the impact of sea level rise on our stormwater system. Through a grant-funded effort, StormSensor deployed a 30-Scute network, using real time data capture technology, to monitor how stormwater moves through a centrally located 2.5 sq. mile area. The sensors were placed in several areas on the eastern part of the City with known surface flooding issues, including: the City's main stormwater pump station, the Good Neighbor Stormwater Park, canals and pipes with suspected tidal influence, and recently installed stormwater features and pipes for post-construction monitoring.

During the 13-month study period, the City experienced abnormally low rainfall totals, and yet data revealed that our stormwater system typically has lower available capacity at baseline than designed; some catch basins always have water present. With less conveyance capacity available, system drawdown and return to baseline rates are slow and may contribute to surface level flooding. Of the catch basins monitored, roughly half took more than 24 hours to return to baseline. Reduced system capacity is likely a response to a combination of environmental factors such as inflow and infiltration of groundwater as the water table rises, and possible tidal backflow entering the stormwater system from Biscayne Bay.

As the City moves forward in the update of the stormwater master plan, these results and continued monitoring in other areas of the City will help to prioritize needed stormwater system upgrades.

The Good Neighbor Stormwater Park was established on a repetitive loss property acquired through FEMA's Hazard Mitigation Grant Program. The park plays a crucial role in improving stormwater quality. By implementing green infrastructure techniques rather than traditional detention ponds, the park effectively manages stormwater retention while simultaneously creating open space for residents. This approach not only addresses flooding issues but also mitigates the impact of pollutants on water quality. Through natural processes such as filtration and absorption by vegetation, the park helps remove sediment, nutrients, heavy metals, and other contaminants from stormwater runoff, thereby enhancing overall water quality in the area. For more information, please visit [The Resilient NoMi initiative was created as a call to action to reach the city's sustainability goals. The initiative represents a quest to inspire all to be good custodians of where they live and to preserve, protect, and promote the sustainability of our ecosystem and livelihoods. The goal of Resilient NoMi is to plan, protect, and preserve North Miami's fragile ecosystem for generations to come. An essential part of the North Miami ecosystem lies in the Biscayne Bay. Biscayne Bay is a sub-tropical shallow estuary that provides key habitat for valuable wildlife, coastal protection from storms and drinking water through the Biscayne aquifer. A healthy aquifer is beneficial to all South Florida Residents. The potable drinking water provided by North Miami allows for the vital hydration needs of its residents, as increased amounts of water consumption can help promote better health and wellness. However, waste threatens our water supply. For example, plastic pollution exposes the ecosystem to microplastics, a serious environmental concern. Microplastics break down when exposed to heat and pollute Biscayne Bay. Harmful chemicals such as bisphenol-A \(BPA\) can be released when products containing BPA are exposed to heat or UV light and may have negative effects on the environment as well as human health. Dispose properly of waste to protect our water supply.](https://www.northmiamifl.gov/987/Stormwater-ParkResilient>NoMi</p></div><div data-bbox=)

For more tips to Keep Biscayne Bay Clean, please visit:
<https://www.miamidade.gov/global/economy/environment/biscayne-bay-clean-tips.page>

Efficient water management helps preserve the precious water resource of the Biscayne Bay Aquifer. Furthermore, severe rain events can overload wastewater treatment plants with stormwater, potentially resulting in the release of untreated water to the aquifer and beaches. Buildings can reduce the pressure on municipal water infrastructure by minimizing the use of municipally sourced water for applications for non-potable uses e.g., irrigation, flushing toilets). WaterSense-labeled products are certified to use at least 20 percent less water, while performing as well or better than conventional models. A non-potable water system may require treatment and water quality monitoring before reuse. The North Miami Sustainable Building Program proposes

low impact development solutions such as Graywater reuse, rainwater harvesting and rain gardens with native plants to preserve and help replenish the Biscayne Aquifer.

For more information on the North Miami Sustainable Building Program, please refer to <https://codehub.grid-ics.com/us/fl/north-miami#/00067bbe-1c00-49f0-a919-8267c9bc716b/ac1f2edf-b0e3-4b14-b849-a8e5b4d-da7d2/eb12ef33-ec05-4ae3-b9db-12bf59a0ebf4>

For more information on WaterSense labeled products to save water in your home or business, visit <https://www.epa.gov/watersense>.

For more information on sustainability and resilience policies, programs and projects please visit www.Northmiamifl.gov/Sustainability.

For questions, concerns or to get involved please contact Sustainability Administrator at DSD@northmiamifl.gov.

Flood Warning System

The City of North Miami and Miami-Dade County utilize the National Weather Service (NWS) for flood notifications. The NWS will issue flood advisories at least six (6) hours before expected heavy rainfall that could cause the drainage systems to overflow, create inland ponding of floodwaters, and the isolation of residential/business areas. Remain tuned in to your local radio stations for up-to-date forecasts. In 2001, the City developed a citywide flood warning plan to provide early warning to neighborhoods that might experience flooding. Police vehicles will drive through the neighborhoods that may be impacted and use their sirens and loudspeakers to issue warnings. Evacuation routes include U.S. Highway 1 (Biscayne Boulevard), 125 Street, 135 Street, and Interstate 95.

Flood Insurance

All properties located in a Special Flood Hazard Area (SFHA) and secured by a federally backed mortgage, must carry flood insurance. The two types of flood insurance coverage are structural and contents coverage. Renters are encouraged to buy personal property coverage insurance to cover their personal effects. To find out more about flood insurance contact a licensed insurance agent.

PLEASE NOTE: Flood insurance policies are effective 30 days after the purchase date. Please visit floodsmart.gov, for the most current information on flood insurance premiums and to locate a flood insurance agent in your area.

Be Prepared... For The Unexpected

Financial Assistance for Property Protection

Reducing flood risk to properties will lessen the overall cost of flood insurance claims to the NFIP as well as the individual homeowner. The federal government has created a variety of funding sources to help property owners reduce their exposure to flood damage. For additional information, contact the Building Department at **305-895-9820**.

For disaster relief assistance, visit:

www.fema.gov/recovery-resources

For disaster relief assistance and financial resources, visit:

www.fema.gov/grants

www.fema.gov/grants-assistance-programs-individuals

www.fema.gov/flood-mitigation-assistance-program

For repetitive loss information and assistance, visit:

www.miamidade.gov/environment/repetitive-losses.asp



Floodplain Development Permit Requirements

All buildings under construction require one or several permits. These permits should be obtained before commencement of construction activities. Contact the Building Department before you build, alter, regrade or add fill to your property. The Building Department is located at 12340 NE 8 Avenue. If you see building or fill being added to a property without a City issued permit posted, report the work to the Building Department at **305-895-9820**.

Substantial Improvement Requirements

The City of North Miami requires that if the cost of reconstruction, rehabilitation, additions or other improvements to a building equals or exceeds 45 percent of the building's market value during five years, the building must meet the same construction requirements as a new building. This includes elevating the lowest floor to current standards. Substantially damaged buildings must also be brought up to the same standards.

Drainage System Maintenance

When rain falls onto floodplains such as the Everglades and wetlands, these areas filter and store water underground. Underground water is the source of drinking and domestic water supply in South Florida. We must protect and maintain these drainage areas; the quality of our drinking water depends on it. Underground water is the only source of drinking and domestic water supply in South Florida. Furthermore, proper drainage helps reduce the risk of flooding. It is illegal for any direct or indirect entry of any solid, liquid, or gaseous matter

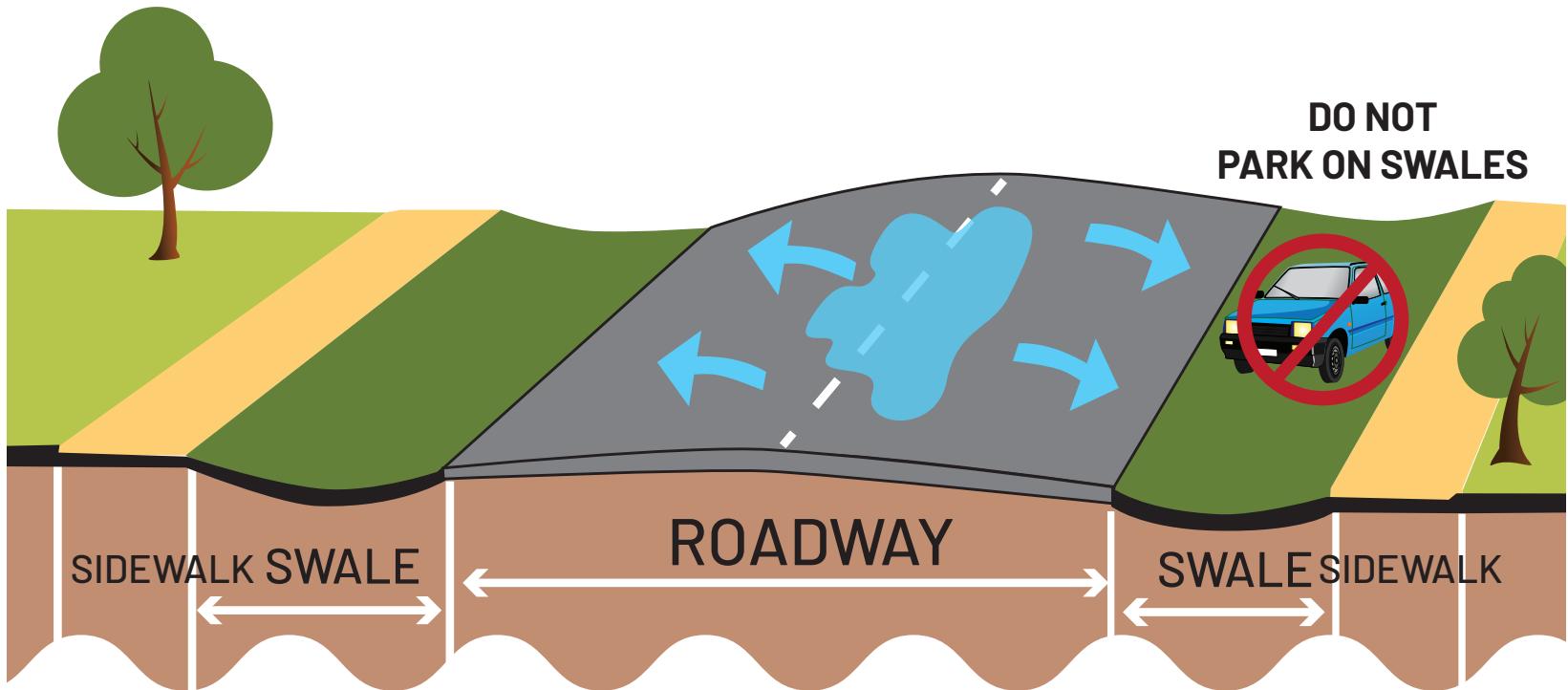
to enter the drainage system. The City regularly inspects the drainage system and removes blockages that are found or reported. If you live near areas where waters flow, you can help in this process by keeping the banks clear of brush and debris. Report any violations to the Public Works Department at **305-895-9870**.

Natural and Beneficial Functions

The Oleta State Recreation Area and Mangrove Preserve, located between NE 135 Street and NE 163 Street and east of US Highway 1, has been designated as Environmentally Sensitive Land. These undisturbed natural areas of North Miami act as a natural storage area for floodwaters; this helps reduce the possibility of flooding to nearby residences while helping to recharge the groundwater aquifer. Please help keep this area natural and beautiful by reporting any illegal dumping and littering violations to the City's Code Compliance Department at **305-895-9832** or Miami-Dade County at **311**.

Floodplain Functions

Floodplains in our City serve a beneficial purpose to our quality of life. These low areas are where rainfall drain. When the rainfall drains into the ground, this helps reduce flooding and recharges our drinking water supply. These floodplains also serve as filters of stormwater runoff as it seeps through the ground into our aquifer. This aquifer is our only source of drinking water, and this filtering helps contain pollution before it reaches our aquifer. We must appreciate our floodplains, and try to maintain, preserve and restore these areas whenever possible.



CROSS SECTION OF TYPICAL ROADWAY

Importance of Swales

A swale is a long narrow depression, which varies in depth and is typically wider than it is deep. It is a strip of land in front of your homes and adjacent to the street. (see the illustration above) Swales provide an area for stormwater runoff from roads and other impervious areas to accumulate or pond. The normal time for ponding in swales is typically 24 to 48 hours after the first rain event. Water in swales will eventually evaporate or infiltrate into the soil. Swales filter the stormwater and allow percolation of the water into the soil below.

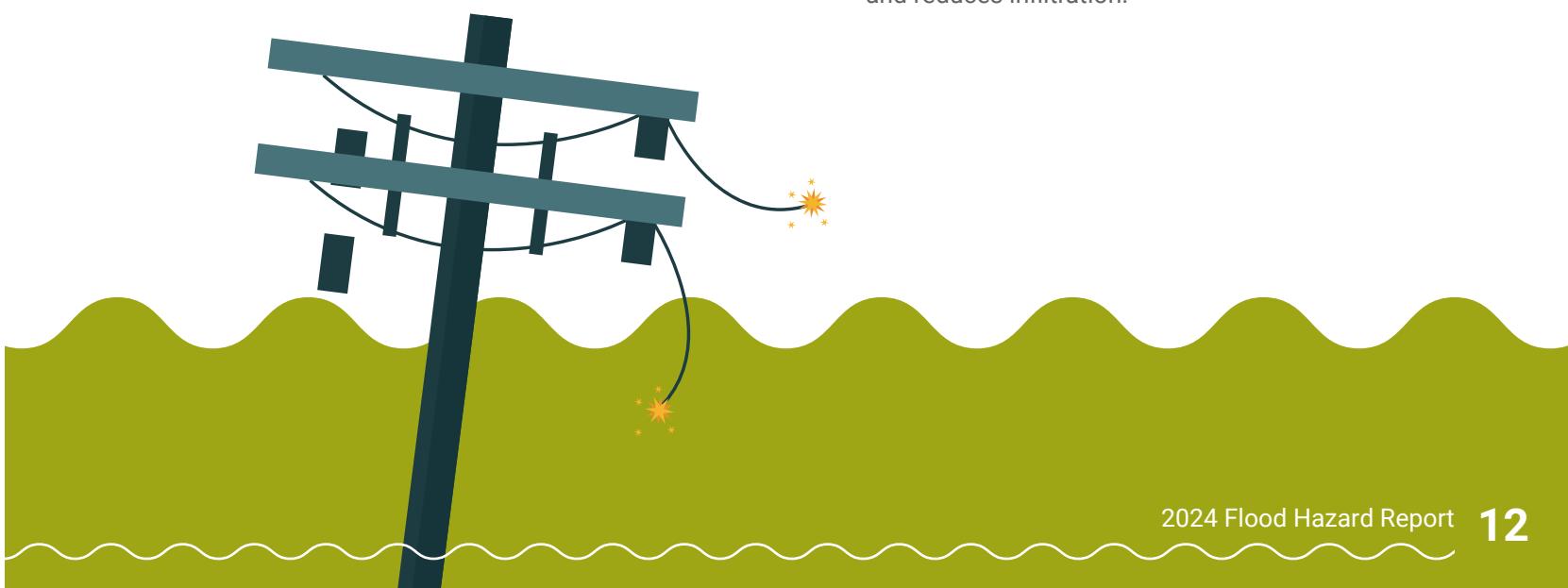
Swales should have grass, a form of cover that allows percolation into the soil below. Rock or pebbles are not allowed due to compaction of the material, and it does not allow the rainwater to percolate back into the ground. This condition floods your driveway and your neighborhood.

Benefits of Swales:

- Reduce flooding, allow water to pond, and protect properties.
- Provide filtering of runoff and reduce pollutants entering water bodies (canals, rivers, lakes, etc.)
- Improve the look of the neighborhood.

Maintenance of Swales

- Clear the swales of any debris including leaves, branches, and other vegetation. Allow water to pond.
- Mow swales, but allow good grass growth.
- Minimize the use of fertilizers, pesticides, and herbicides.
- Do not pave swales which will reduce the filtration and infiltration of the runoff.
- Do not park in swale which causes compaction of the soil and reduces infiltration.



Map Determinations/Elevation Certificates

The City provides Flood Insurance Rate Map (FIRM) determinations to let you know if you are in a flood hazard area and if you are required to carry flood insurance. **If you would like a determination, contact the Building Department at 305-895-9820.** You can also refer to the flood zone map on page 17, to determine if your property lies in a flood hazard area.

If you have determined that your house lies in a flood zone, a Flood Elevation Certificate can then tell you how high your house was built relative to that flood zone. These certificates are required for all new construction and substantial improvements to a structure. A Flood Elevation Certificate is an important document that every homeowner should have, and in case of a disaster. This certificate would demonstrate to authorities that your house is at or above the required elevation.

If the certificate shows that your house is lower, then the "45% threshold" would apply to your house. What this rule simply means is if your house is located in a flood zone and is damaged and/or improved to an amount greater than 45% of its market value, it will have to be raised to meet the current elevation requirement.

The City of North Miami collects the Federal Emergency Management Agency (FEMA) Elevation Certificate from home builders and developers as a requirement of their building permit.

Elevation certificates are also required for substantially damaged structures. **For more information, call the Building Department at 305-895-9820 Monday - Friday, 7:30 a.m. - 3:00 p.m.**

To Obtain Your Flood Elevation Certificate

If your home was built after 1995, you may be able to find your elevation certificate by visiting the North Miami Building Department. If your home was built after 1995, and you are unable to access the information, we may have the information on file but have not scanned the Certificate as of yet. If your elevation certificate was created after January 1, 2017, it may be available online at: <https://www.northmiamifl.gov/293/Elevation-Certificates>.

For more information, call the Building Department at 305-895-9820 Monday - Friday, 7:30 a.m. - 3:00 p.m.

King Tide Information

As a result of North Miami's geographic location, the City is considered a coastal community and therefore vulnerable to the effects of climate change and sea level rise. King Tides occur when the orbits and alignment of the Earth, moon, and sun combine to produce the greatest tidal effects of the year. King Tides bring unusually high water levels, and they can cause local tidal flooding. Over time, sea level rise is raising the height of tidal systems. Average daily water levels are rising along with the oceans. As a result, high tides are reaching higher and extending further inland than in the past.

King Tides preview how sea level rise will affect coastal communities. As time goes by, the water level reached now during a King Tide will be the water level reached at high tide on an average day. King Tides are also known as perigean spring tides and are a normal occurrence once or twice every year in coastal areas such as North Miami. In the United States, they are predicted by the National Oceanic and Atmospheric Administration (NOAA).

For more information about how to prepare for King Tides visit the City of North Miami Floodplain page at: <https://www.northmiamifl.gov/300/King-Tide>.

Required Disclosure in Contracts for Sale of Real Estate

As per Sec. 8.5-9 of the City of North Miami Code of Ordinances, in any contract or any rider to the contract for the sale of improved real estate located within a Special Flood Hazard Area in the City, the seller shall include the following disclosure, no less than ten-point bold-faced type:

THIS HOME OR STRUCTURE IS LOCATED IN A SPECIAL FLOOD HAZARD AREA. IF THIS HOME OR STRUCTURE IS BELOW THE APPLICABLE FLOOD ELEVATION LEVEL AND IS SUBSTANTIALLY DAMAGED OR SUBSTANTIALLY IMPROVED, AS DEFINED IN CHAPTER 8.5 OF THE NORTH MIAMI CODE OF ORDINANCES, IT WILL BE REQUIRED TO COMPLY WITH THE ELEVATION REQUIREMENTS SET FORTH IN THE FLORIDA BUILDING CODE.

Site Visits

Upon request, a representative from the North Miami Public Works Department will visit your property to review flooding problems and to explain possible ways to alleviate and prevent flood damage. Also, if you have experienced flooding, drainage, sewer backup problems, or have seen illegal dumping of debris into City canals, lakes, or storm drains, please contact the Public Works Department at 305-895-9870.

Flood Protection Tips

Protecting Your Property:

Dry flood proofing a house or structure means altering it so floodwaters will not enter and cause damage. Permanent measures may include elevating the structure, re-grading the topography, relocating the building out of the floodplain, or installing floodwalls, or structural closures as a barrier against flooding. While these permanent measures may be expensive, you may determine that the benefits outweigh the costs. Other common measures include elevating electrical panel boxes, furnaces, water heaters, washers, and dryers to locations less likely to flood.

For additional assistance on how to protect your property from flooding, you can contact the North Miami Public Works Department at 305-895-9870 or the City's Building Department at 305-895-9820.

Additional information on how to perform residential retrofitting or commercial flood proofing is available at the North Miami Public Library in the City's Floodplain Management/Community Rating System (CRS) reference section. **Contact the Floodplain Manager at 305-895-9820 or visit the City's Flood Protection webpage at <https://www.northmiamifl.gov/302/Flood-Protection>.**

Protecting Our Waterways:

Do not pour oil, grease, pesticides, or other pollutants down storm drains or into ditches and streams. Our waterways and wetlands help moderate flooding and are habitats for fish, frogs, and other species that provide us with recreation or food. Don't throw or dump anything into storm sewers or canals within the City. Even grass clippings and branches can accumulate and plug channels and drains. A plugged channel or storm drain cannot carry water when it rains. Clogged storm drains will cause water to back up into the street and may cause flooding. Every piece of trash contributes to flooding.

NO DUMPING Per City Code, Section 9-19. Illegal Disposal. \$500 FINE FOR ANYONE CAUGHT DUMPING.

REPORT TO: NORTH MIAMI POLICE DEPT. (305) 891-8111 or NEIGHBORHOOD SERVICES DEPT. (305) 895-9832.

If your property is next to a canal, help keep the banks clear of brush and debris. The City has a canal maintenance program that can help remove major blockages such as downed trees; please report any blockages to the Public Works Department at **305-895-9870**. Let's protect our environment and "Keep North Miami Beautiful!"



Flood Safety

Flooding is the nation's most common natural disaster. Flooding can occur anywhere in the country. However, all floods are not alike. Some can develop slowly during an extended period of rain, or can gradually rise as a result of the moon like King Tides. Others, such as flash floods, can occur quickly, even without any visible signs of rain. Be prepared for flooding no matter where you live, but particularly if you are in a low-lying area, or live near a body of water. Even a very small canal or lake can overflow and cause flooding.

Prepare for Flooding

Do Not Walk Through Flowing Water or Drive

Through A Flooded Area:

Drowning is the number one cause of flood deaths. Currents can be deceptive; six inches of moving water can knock you off your feet. If you walk in standing water, use a pole or stick to ensure that the ground is still there. Also, do not disregard road barriers, the road or bridge may be washed out.

Stay Away from Power Lines and Electrical Wires:

Electrocution is the number two flood killer. Electrical currents can travel through water. **Report downed power lines to Florida Power and Light at 305-442-8770. You can also report downed power lines to the North Miami Police Department at 305-891-8111.**

Have Your Electricity Turned Off by FPL:

Some appliances, such as television sets, hold electrical charges even after they have been unplugged. Avoid using appliances or motors which have gotten wet unless they have been taken apart, cleaned, and dried. It's easy to stop your FPL service in case of emergency. Call 1-800-226-3545 to stop and restart your service.

Be Ready for the Unexpected:

Place important documents inside plastic bags or other waterproof containers. Review your insurance policy to ensure it provides adequate coverage. Know what type of coverage you have. Most policies cover wind storm damage, but not flooding. Any policy change usually takes 30 days before going into effect.

Look Out for Animals, Especially Snakes:

Small animals that have been flooded out of their homes may seek shelter in yours. Use a pole or stick to poke and turn things over and scare away small animals. Even domesticated animals may react differently after a disaster or storm and could bite or attack.

Look Before You Step:

After a flood, the ground and floors are covered with debris, including broken bottles and nails. Floors and stairs that have been covered with mud can be very slippery and create a hazard.

Be Alert for Gas Leaks:

If you use natural gas, use a flashlight to inspect for damage. Don't smoke or use candles, lanterns, or open flames unless you know the gas has been turned off and the area has been ventilated.

If You Must Evacuate:

If you are required to evacuate, try to move to the house of a friend or family member not affected by the impending high waters. If you live in a mobile home or are electrically dependent, plan to evacuate at the first notice of the emergency conditions. Rehearse your evacuation plan with all household members. Plan to leave early to avoid any traffic delays.

Register with the Miami-Dade County Emergency Evacuation Assistance Program at 311 or TDD at 305-468-5402, if you will need assistance to evacuate. Discuss these tips with neighbors and friends, and designate your emergency contact. If you have to evacuate, inform each other of where you will be staying and leave contact telephone numbers and addresses with your neighbors and family.

Securing Boats:

If you own a boat, it's your responsibility to secure it. As a boat owner, you should make a plan in advance to move your boat or arrange for its storage. Check with a local marina for suitable alternatives. If possible, store it inside a garage or warehouse. If you must leave your boat outside, attach the trailer tongue to something firm in the ground, let the air out of the tires and make sure the boat is secure to the trailer. If possible, fill the bilge with water, which adds extra weight.

If you plan to keep your boat in the canal, be sure to double the dock lines, leaving sufficient space for the tidal range and put out extra anchors. Don't forget to remove all marine electronics or other unsecured equipment. Sail boaters should remove self-furling sails and Bimini tops. Boats on davits should be secured with extra tie lines and in such a manner to keep the boat from swinging during high winds.

Pet Safety Tips:

Remember, most evacuation centers will not accept pets so plan ahead with the nearest animal shelter or with friends by asking in advance. Evacuate and shelter in place with your pet if you cannot reach a storm free destination.

Do not leave your pet home alone during a hurricane. Many people return home after a storm to find their pets missing or deceased. Keep a current picture of your pet for identification purposes. After the storm, take caution in allowing your pet outdoors alone because familiar scents and landmarks will have been altered and your pet may become confused or lost. Downed power lines also present a real danger. Do not let your pet consume food debris or contaminated standing water.



Flood Map

Additional information on local flood problems, depths of flooding, historical flooding events, and areas that should be protected because of their natural floodplain functions are available upon request by contacting the Public Works Department at **305-895-9870** or the Building Department at **305-895-9820**. To view what Floodplain you are in by using an interactive map go to: [FEMA Flood Map Service Center](#)

For additional facts about flooding, we recommend the following sites:

www.sfwmd.gov/our-work/flood-control
www.fema.gov/national-flood-insurance-program
www.flash.org

Flood Zone Designations

- **Zone A** is the flood insurance rate zone determined by approximate methods, as no Base Flood Elevations (BFEs)
- are available for these areas. Mandatory flood insurance purchase requirements apply.
- **Zone AE** is the flood insurance rate zone that corresponds with flood depths greater than 3 feet. Mandatory flood insurance purchase requirements apply.
- **Zone AH** is the flood insurance rate zone that corresponds to areas of shallow flooding with average depths between 1 and 3 feet. Mandatory flood insurance purchase requirements apply.
- **Zone VE** is the flood insurance rate zone that corresponds to coastal areas that have additional hazards associated with storm waves. Mandatory flood insurance requirements apply.
- **Zone X and Zone X-500** are flood insurance rate zones that are outside the flood plain or with average flood depths of less than 1 foot. Flood insurance purchase is not mandatory.

To view the North Miami Flood Zone Map for 2023, see page 17.

Emergency contacts if you are experiencing a severe storm or rain event:

Miami-Dade County Environmental

Emergency 24-Hour Hotline
305-372-6955
environmentalcomplaints@miamidade.gov

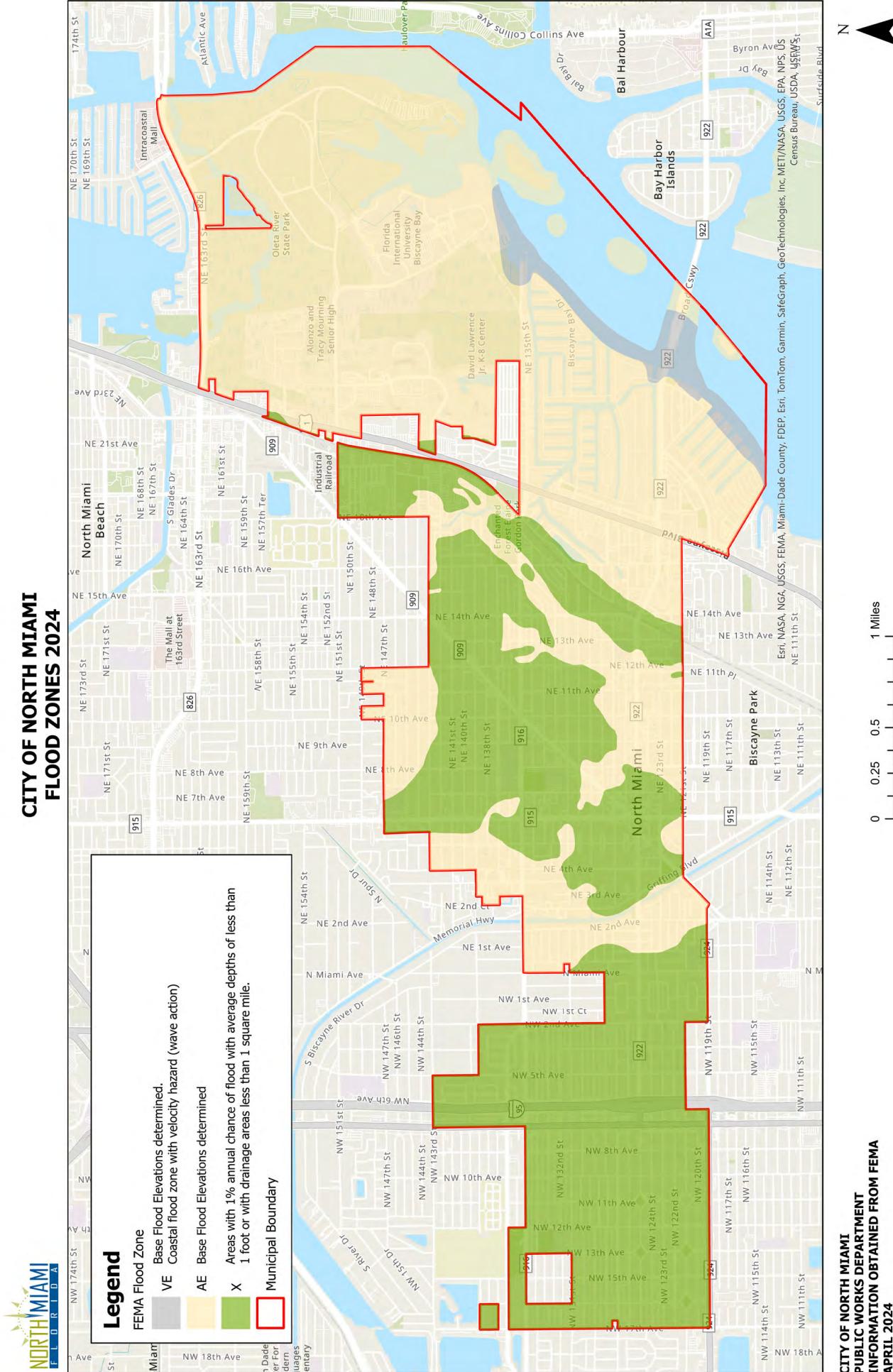
Miami-Dade County Flood Complaints
305-372-6688
Monday - Friday, 8:00 a.m. - 5:00 p.m.

North Miami Public Works Department
305-895-9870
Monday - Friday, 7:30 a.m. - 4:00 p.m.

To download this map go to www.northmiamifl.gov/305/Flood-Zone-Mapping and click the link that indicates the Map 2024

To download this map go to <https://www.northmiamifl.gov/305/Flood-Zone-Mapping> and click the link that indicates the Flood Zone Map 2024.

See provided pdf as well.



If you have questions about the information provided in this brochure, please feel free to call any of the numbers listed below.

CITY OF NORTH MIAMI WINSON WATER PLANT AT SUNKIST GROVE OPERATES 24 HOURS/DAY.

Call 305-953-2854 to report after hours, City-related emergencies such as floods, burst pipes, backflow problems, etc.

North Miami Utility Operation Center 305-895-9838

Monday - Friday, 7:30 a.m. - 4:00 p.m.

North Miami Utility Billing 305-895-9880

Monday - Friday, 8:00 a.m. - 5:00 p.m. | Payment Hours 8:00 a.m. - 4:00 p.m.

(Credit cards now accepted with proper photo ID)

Miami-Dade County Environmental Health Office

(Local contact for Florida Dept. of Environmental Protection)

305-623-3500

Miami-Dade County Department of Environmental Resources Management (DERM) 305-372-6789

Miami-Dade County Regulatory and Economic Resources (RER) 305-372-6789

Florida Environmental Protection Agency (EPA) Water Resource Management 1-850-245-8336

EPA Safe Drinking Water Hotline 1-800-426-4791

City of North Miami Water and Sewer Rates

The following rates are currently in effect for residential water and sewer use.

| SERVICE | Monthly | Quarterly | Quarterly |
|--|-----------------|-----------------|------------------|
| | 5,000 Gallons | 15,000 Gallons | 15,000 Gallons |
| | USE INSIDE CITY | USE INSIDE CITY | USE outside CITY |
| Water Base Charge (Flat Fee) (WT) | \$14.95 | \$44.85 | \$44.85 |
| Sewer Base Charge (Flat Fee) (SR) | \$20.79 | \$62.37 | \$62.37 |
| This example is based on a 5,000 gallon monthly or 15,000 quarterly gallon use. | | | |
| Rates are based on consumption, see "Residential Water Consumption Rates" Chart below. | | | |
| Water Consumption Charge (WT) | \$11.35 | \$34.05 | \$34.05 |
| Sewer Consumption Charge (STR) (\$5.00 per 1,000 gallons x 85%) | \$23.08 | \$69.23 | \$69.23 |
| County Service Fee (CSF) (6% of the total WT, SR, OWSS and STR) Miami-Dade County rates were effective October 1, 2017. | \$4.21 | \$12.63 | \$15.79 |
| Outside City Water & Sewer Surcharge (OWSS) (25% of WT, SR and STR) | n/a | n/a | \$52.63 |
| Sample Minimum Water & Sewer Bill (One Quarter) | \$74.38 | \$223.13 | \$278.92 |
| Rates based on a 3/4" meter, with consumption up to 15,000 gallons every 3 months. All outside city customers may also have a utility tax imposed by their municipality, which is 10%. For City customers, the above reflects only the water and sewer portion of their utility bill. Other services such as stormwater, and sanitation are excluded for this presentation. | | | |

Residential Water Consumption Rates (per 1,000 gallons)

Additional Service Fees

| Monthly | Quarterly | | |
|-----------------|-----------|-----------------|---|
| 0 - 5,000 | \$ 2.27 | 0 - 15,000 | \$ 2.27 |
| 5,001 - 12,000 | \$ 3.18 | 15,001 - 36,000 | \$ 3.18 |
| 12,001 - 20,000 | \$ 4.08 | 36,001 - 60,000 | \$ 4.08 |
| Above 20,000 | \$ 4.54 | Above 60,000 | \$ 4.54 |
| | | | Turn Off Fee, Illegal Turn On, or Return Check Charge \$20 each |
| | | | Meter Tampering \$100 |
| | | | Service Reconnect \$10 |
| | | | Theft/ Illegal Device Used On Premises \$450 |

Activate your account online at NorthMiamiFL.gov under Online Services, Citizen ePortal.



North Miami City Hall
776 NE 125 Street
North Miami, Florida 33161-5654

PRST STD
US Postage
PAID
Miami, FL
Permit No. 747

Keep our NoMi Sewers Clean!

Stop the Clog & Can the Grease.

Last year clogged pipes,
cost customers **\$500,000**
a year in repairs.

The solution starts with you.

Do not flush...
Wet Wipes
Baby Wipes
Make-up Wipes
Cleaning Wipes

- 1. Cool it.**
- 2. Can it.**
- 3. Trash it.**

We must share the responsibility of costly
pump repair, residential backups and
mainline sewer overflow

After cooking with oil, follow these steps

1. Let it cool down.
2. Pour grease into a metal can.
3. Then, throw the can into the regular trash.

Never pour grease or
cooking oil down the drains



For more information,
please visit <http://www.miamidade.gov/water>

If you are experiencing toilet backup or leaking call the Public Works Department
at 305-895-9838. For emergencies after hours, call 305-953-2854.