

Arlington Water Utilities Changes Credit Card Policy

Arlington Water Utilities recently reviewed its payment options as part of its commitment to finding operating efficiencies and reducing controllable costs.

Two payment methods topped all others in operating expenses. Those were payments at customer care locations and online credit/debit card payments. Costs associated with credit/debit transactions come from fees that credit card companies charged Arlington Water Utilities. It was an expense of more than \$540,000 in 2016 - that amount is the equivalent of a one percent water/sewer rate increase for Arlington residents.

As a result, Arlington Water Utilities' online billing contractor will add a \$3 convenience fee to credit/debit card payments, starting June 1. Also starting June 1, credit/debit card payments at Water Utilities customer care locations – 101 W. Abram St. and 1100 SW Green Oaks Blvd. – may only be made at electronic customer service kiosks. A similar convenience fee will apply to kiosk payments. Customer care staff will continue to accept cash, checks and money orders, and handle customer inquiries. Arlington Water also will no longer accept credit/debit payments over \$500 or American Express payments.

The customer care locations will remain open.

Arlington Water will continue to monitor resident payment patterns and allocate its resources in ways that create value for residents.

The credit/debit card changes are expected to save residents as much as \$540,000 yearly.

All current payment options remain in place for Arlington residents, including online, in person, at 24-hour automated kiosks, by phone or mail, and at any of 66 Fidelity Express payment locations in Arlington convenience and grocery stores.



To learn more, visit
www.arlingtontx.gov/water
or call 817-275-5931.

Spruce Up Your Sprinkler System and Save

When it comes to a home's irrigation system, a little maintenance goes a long way. This spring, do a little "sprinkler spruce-up" to properly maintain your irrigation system and reduce water waste.

Sprinkler System Checklist

- Conduct monthly, two minute per zone inspections to identify and adjust any sprinkler heads that are spraying water on pavement.
- Adjust irrigation controller settings to water infrequently (up to twice per week in July and August) and deep into the soil by using the cycle and soak method to promote strong, drought resistant roots.
- Water in the early morning and never between 10 a.m. and 6 p.m. to reduce evaporation.
- Install a three inch layer of mulch around plants, bushes, and trees to retain soil moisture.
- Expand landscape beds by replacing a portion of unused turf grass with native and drought tolerant plants with help from Texas Smartscape: www.txsmartscape.com.

Visit www.SaveArlingtonWater.com for more information.



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