

## Neighborhood Enhancement is Everyone's Business

Maintaining livable neighborhoods requires the partnership and participation of all residents. The City of Arlington codes are intended to benefit everyone while making our neighborhoods a better place to live, work and play. The City codes are minimum standards designed to protect the health, safety and welfare of your neighborhood. Compliance with these standards can reduce vandalism, deter crime, maintain property values and prevent deterioration of your neighborhood.

## El embellecimiento de los vecindarios les incumbe a todos

Mantener vecindarios habitables requiere de la asociación y participación de todos sus habitantes. Los códigos municipales de la Ciudad de Arlington se constituyeron con la intención de beneficiar a todos, y al mismo tiempo transformar nuestros vecindarios en un mejor lugar para vivir, trabajar y divertirse. Los códigos municipales de la ciudad son las normas mínimas diseñadas para proteger nuestra salud, vivir seguros, y velar por el bienestar de nuestros vecindarios. El cumplimiento de estas normas podrá reducir el vandalismo, disuadir el crimen, mantener los valores de las propiedades, y prevenir el deterioro de nuestros vecindarios.

### What can you do?

#### ¿Cómo puede usted colaborar?

- Take pride in your neighborhood / *Siéntase orgulloso de su vecindario*
- Know the City codes / *Conozca los códigos municipales*
- Keep your property violation-free... set the example / *Mantenga su propiedad sin infracción alguna... demuéstrelo con el ejemplo*
- Ask your neighbors to comply when you notice a violation / *Solicite a sus vecinos que cumplan con los códigos si nota una infracción*
- Call Neighborhood Services about continuing code violations / *Comuníquese con el Departamento de Servicios a Vecindarios y hágale saber las infracciones continuas al código municipal:*

**One Call Does It All / Todo se resuelve con una llamada: 817-459-6777**

For more information / Si desea más información, visite la sede [www.ci.arlington.tx.us](http://www.ci.arlington.tx.us)

These are the ten most common property codes:  
*Los diez códigos municipales más importantes*

### 1. Weeds and Grass / Hierbas y Céspedes

Weeds and grass over 12 inches in height are a violation. Property owners and tenants are responsible for keeping their lawns mowed to the edge of the roadway.



*Las hierbas y céspedes que excedan las 12 pulgadas de altura se consideran una infracción. Los propietarios de viviendas y los inquilinos se responsabilizarán de cortar los céspedes de sus jardines hasta la orilla de la calle.*

### 2. Junk Vehicles / Vehículos Inservibles

Any vehicle in public view that is inoperable for 30 days, wrecked, dismantled and not registered or licensed is considered a junk vehicle.



*Cualquier clase de vehículo inoperable que permanezca a la vista del público durante 30 días, chocado, desmantelado, y que no esté*

*registrado o matriculado se considerará como un vehículo inservible.*

### 3. Parking of Vehicles / Estacionamiento de Vehículos

Vehicles must be parked on an asphalt or concrete surface if the vehicle is parked in the front or side yard of a property – this includes cars, boats, and recreational vehicles.



*Los vehículos deberán estacionarse sobre una superficie de asfalto o concreto, si dicho vehículo es estacionado al frente o en el patio contiguo de una propiedad - esto incluye automóviles, lanchas, y vehículos recreativos.*

### 4. Unclean Premises / Terrenos y Propiedades Sucias

Properties should be kept free of unsightly accumulation of litter, garbage, and/or junk which is likely to become unsanitary, offensive or likely to create disease.



*Toda propiedad deberá mantenerse sin la acumulación de desperdicios, basura, y/o chatarra que muy probablemente se transformará en un lugar antihigiénico, detestable, o seguramente será la causa de una enfermedad.*

### 5. Dilapidated Fence / Cercas Deterioradas

A fence is considered dilapidated if 10% of its pickets or structural members are damaged, missing or rotted; or if any 8 foot section is more than 15% off vertical alignment.



*Una cerca se considerará deteriorada si el 10% de sus estacas o postes estruc-*

*turales están dañados, han desaparecido, o se han podrido, o si el ángulo de inclinación de cualquier sección de 8 pies ha perdido su verticalidad y refleja*

### 6. Illegal Dumping / Desecho Ilícito de Desperdicios

Some examples include unauthorized use of a dumpster; discarding trash and debris on another's property; or dumping left over construction materials on private or public properties.



*Entre algunos de los ejemplos se incluye el uso de un contenedor de basura sin autorización, desecho de basura y desperdicios en los terrenos de terceros; o el desecho de escombros de materiales de construcción en los terrenos privados o públicos.*

## 7. Illegal Signs / Letreros Ilícitos

Signs are not permitted on utility poles or medians. Signs must be posted behind sidewalks and are not allowed within 10 feet from the edge of the curb.



*No se permite colocar letreros en los postes de los servicios públicos ni en los camellones. Los letreros deberán colocarse detrás de las aceras y no se permitirá que permanezcan a 10 pies de distancia de la orilla del borde de la acera.*

## 8. Vehicles for Sale / Vehículos a la Venta

A person may display a vehicle for sale only at their private residence, or their place of business; or at a property authorized to display and sell vehicles. Displaying vehicles in any other manner prohibited.



*Cualquier persona podrá exhibir un vehículo a la venta solamente en los terrenos privados de su casa, o en el local de su negocio, o en una propiedad autorizada*

*para exhibir y vender vehículos. Se prohíbe exhibir vehículos a la venta de cualquier otra manera.*

## 9. Trash Placed Out Too Early/ Bolsas de Basura en la Calle con Mucha Anticipación

Trash and trash receptacles may not be placed out prior to 7:00 p.m. the day before collection. Free curbside collection of bulk waste including furniture and other large household items is available by calling 817-317-2000.



*La basura y los recipientes para la basura no deberán colocarse al pie de la acera antes de las 7:00 p.m. del día programado para su recolección. Si desea contratar el servicio gratuito de recolección de artículos voluminosos, que incluye los muebles y otros artículos de uso doméstico, colocados al pie de la acera, llámenos al 817-317-2000.*

## 10. Oversize Vehicles / Vehículos de Grandes Dimensiones

Vehicles exceeding 30 feet in length, 8 feet in height and have a carrying capacity greater than 4,000 lbs. are not permitted to be parked in residential areas.



*No se permitirá estacionar en las zonas residenciales vehículos que sobrepasen los 30 pies de longitud, 8 pies de altura y su capacidad de carga sea superior a 4,000 lbs.*



For more information about City codes call our 24 hours a day / 7 days a week / 365 days a year automated phone number for the Neighborhood Services Department 817-459-6777 or visit our website at [www.ci.arlington.tx.us](http://www.ci.arlington.tx.us)

Si desea obtener más información acerca de los Servicios a Vecindarios, llame al 817-459-6777 o visite nuestra sede [www.ci.arlington.tx.us](http://www.ci.arlington.tx.us)

P.O. Box 90231 MS 63-0700  
Arlington, TX 76004-3231



Printed on recycled paper. / Impreso en papel reciclado.

Rev. 7/04



## Neighborhood Enhancement Top Ten Property Codes

## Embellecimiento de los Vecindarios Los diez códigos municipales más importantes



# 817-459-6777

[www.ci.arlington.tx.us](http://www.ci.arlington.tx.us)

# **Election Day is Tuesday, Nov. 2, 2004**

**Early Voting in Person  
October 18-29**

[www.ci.arlington.tx.us](http://www.ci.arlington.tx.us)



## **On the Ballot**

### **Proposition For or Against**

**A**uthorizing the City of Arlington, Texas to provide for the planning, acquisition, establishment, development, construction and financing of the Dallas Cowboys Complex Development Project within the city and to impose a sales and use tax within the city at a rate of one-half of one percent (0.5%), to impose a tax at a maximum rate of five percent (5%) on the gross rental receipts from the short-term rental in the city of a motor vehicle, to impose a tax on the occupancy of a room in a hotel located within the city, at a maximum rate of two percent (2%) of the price paid for such room, to impose an admissions tax on each ticket sold as admission to an event held at the Dallas Cowboys Complex Development Project, at a maximum rate not to exceed ten percent (10%) of the price of the ticket, and to impose a tax on each parked motor vehicle in a parking facility of the Dallas Cowboys Complex Development Project at a maximum rate not to exceed three dollars (\$3.00) per vehicle.

*(Continued on back)*

**Online Documents at  
[www.ci.arlington.tx.us](http://www.ci.arlington.tx.us)**

- Master Agreement Regarding Dallas Cowboys Complex Development Project Between the City of Arlington and the Dallas Cowboys Football Club, L.L.C.
- Economic and Fiscal Impact Study about the Dallas Cowboys Development Project

**MASTER AGREEMENT  
REGARDING DALLAS  
COWBOYS COMPLEX  
DEVELOPMENT  
PROJECT**

Between  
**CITY OF ARLINGTON  
And  
DALLAS COWBOYS  
FOOTBALL CLUB, LLC**

August 17, 2004

**ERA**

Economics Research Associates

Economic and Fiscal Impacts

for the Proposed NFL Stadium

in Arlington, Texas

August 11, 2004

Prepared for  
CITY OF ARLINGTON



For more information about these documents, call the City of Arlington Office of Communication at 817-459-6402.

In order to vote in the November Election, you must be a registered voter. The last day to register is Monday, Oct. 4. Arlington residents can register to vote in person at the City Secretary's Office, First Floor of the Arlington Municipal Building at 101 W. Abram St.

**Early voting in person is Oct. 18-29.  
Election Day is Tuesday, November 2.**

To vote early by mail, ballot applications and ballots must be sent to:  
Early Voting Clerk, Elections Administration  
100 W. Weatherford St., Room B90  
P.O. Box 961011 Fort Worth, TX 76161-0011

Applications for mail ballots must be received by the Early Voting Clerk no later than October 26. Mail ballots must be received by November 2, 2004.

For more information, call the Tarrant County Voter Registration Office at 817-884-1115.

**Early Voting Locations and Election Day Polling  
Places are listed at:**

[www.ci.arlington.tx.us/citysecretary](http://www.ci.arlington.tx.us/citysecretary)

For more information about voting, call the City Secretary's Office at 817-459-6186.

**This brochure is available in Spanish and Vietnamese at [www.ci.arlington.tx.us](http://www.ci.arlington.tx.us) or by calling 817-459-6402.**

## Why are only residential customers eligible for this program?

Residential accounts vary seasonally due to lawn sprinkling, the filling of swimming pools, and the number of people in the household. Historically, commercial and multi-family (apartment) accounts do not vary much seasonally. If they are sprinkling, they generally have separate meters so that their sewer rate is affected only by domestic, or inside, usage. As well, the occupancy factor of multi-family accounts affects monthly usage and makes it difficult to accurately measure consumption for each household.

## Wouldn't it be more equitable to just meter my sewer?

No. It would be extremely costly to the City of Arlington as well as to its customers to meter sewer. Sewer meters are expensive to buy, expensive to maintain and not as accurate as water meters. Usually, metering sewage is reserved only for large commercial or industrial users and then those accounts are reviewed on an individual basis to determine if it is cost effective to do this special type of metering. There are only a handful of sewer meters used within the City of Arlington currently.

## Why was this program implemented?

It is a more equitable system for billing sewer to residential customers. Each customer's sewer billings are "customized" to match their usage patterns.



## What program was in place prior to this one?

Up until 13 years ago, residential customers had a maximum sewer flow of 9,000 gallons each month. All customers had the same maximum (which was based on the city wide average of residential customers) regardless of what their individual household was putting into the sewer system.

## So how can this program help me save money?

Keep your water usage as low as you can during the winter months. Remember that watering your lawn or shrubs or filling a pool will all affect your winter water usage and ultimately your maximum sewer charge for the year. If you suspect you have a leak in a toilet or your sprinkler system, they should be repaired immediately.

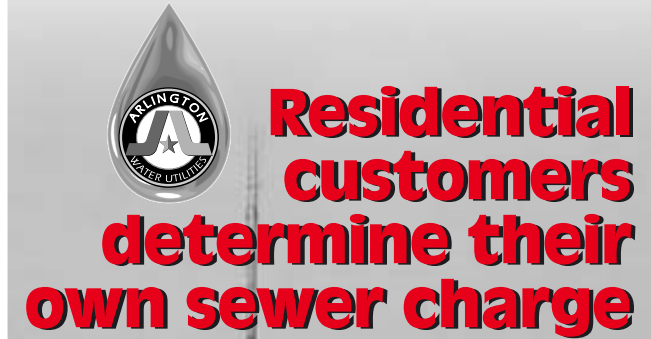
## Reminder...

We print a reminder message about this averaging program on your bills each year.

The message will give you the approximate dates during which water consumption you use will be averaged to determine your maximum sewer charge.

The highest month's consumption of the December through March billings will be discarded before the averaging is completed. If you wish to take advantage of the lower sewer charges, you should be conservative with your water usage during this time.

Call us at 817-275-5931 and we will be glad to assist you with this or any other questions you have about your maximum sewer charge or your account in general.



All of us should practice water conservation every day. In addition to preserving a valuable natural resource, conservation helps reduce cost for everyone. With lower water usage, the water system (from where Arlington receives its raw water) does not have to be expanded as often. As well, the Arlington Water Utilities Department pays less for sewage treatment which translates directly back to our customers. During the winter months, residential customers can take another opportunity to be conservative with their water usage and it can translate directly into savings for them! Specifically, each year during the winter months, residential customers have their monthly water consumption averaged to establish a maximum sewer charge that the customer will have for the next 12 months. This program has been in place for 13 years.

### **How exactly do you average my winter months' usage?**

We take the water consumption shown on your December, January, February and March billings, discard the highest month and average the remaining three months to establish the maximum sewer charge that will be used from April of that year through the following March. (Because we bill 20 times each month, some customers receive their December billing in early December, while others receive it at the end of the month. Customers should watch their individual bills beginning in October for a message indicating the approximate dates that they will be affected.) If, for example, water usage was 10,000 gallons in December, 15,000 gallons in January, 8,000 gallons in February, and 6,000 gallons in March, the new average is 8,000 gallons or 8, as it displays on the bill. The January bill of 15,000 gallons would be discarded because it is the highest of the 4 months and the remaining December, February and March billings would be averaged.

### **Why do you average only 3 of the 4 winter months?**

Lawn sprinkling, entertaining guests during the holidays, filling a swimming pool or having a toilet leak, for example, can all increase a monthly bill. Being able to discard the largest of these

bills prior to averaging the 3 remaining months gives a more accurate measure of water going into the sewer system.

### **Once I have my average, does this mean I will be charged this same amount every month?**

It is a maximum charge. This means you will not be charged more, but you could be charged less. If, for example, your maximum is 8,000 gallons and you use 15,000 gallons of water, you will be charged only 8,000 gallons for sewer. But if you use 5,000 gallons of water, you will be billed for 5,000 gallons of sewer. Your sewer flow will not be higher than your water consumption.

### **Once I have my average, will it ever change?**

Your average will be recalculated each year when we average your December through March bills. It could go up, go down or stay the same. It depends on how much water you use during those months.

### **How can I find out the approximate period during the winter months that I need to be conservative?**

First of all, the geographic location of your

account determines approximately when you will be billed each month. During the months of October through February, a message will display on the back of your bill providing the approximate dates during which water consumption will be used for the averaging. It is during this time that you should be conservative in your water usage if you wish to take advantage of a lower sewer charge.

### **Why do you use the winter billing months for averaging?**

Traditionally, the 4 lowest consumption months for residential customers are billed in December, January, February and March. The primary reason for this is residential customers are not watering their lawns and water usage is inside the house. This generally means that the majority of the water used is going down the sewer.

### **What is my average if I am a new customer and do not have the winter months' history?**

Each year, we average all residential customers' consumption to establish a city average. Every residential customer who does not have a full December, January, February and March billing will receive the city average until they have the history to establish their own. The current city average is 6,000 gallons.

### **Do you still read my water meter monthly?**

Yes. We must read your water meter in order to determine how much water you should be billed for in a given month.

# Water and Sewer Rates:

## *Year 2 of 5 year plan for Cost of Service and Conservation*

- Remember that a 5% charge will be added to the bill each month that the bill is not paid in full by the due date. The 5% will be calculated on the current water and sewer charges for that month.
- Quick and Easy Payment Options  
Use your Visa, MasterCard or Discover credit or debit card to:
  - Make interactive, pre-scheduled, or automatic monthly payments on our website.
  - Dial 817-275-5931 day or night to pay by phone.

Sign up for our free automatic monthly bankdrafting service (electronic funds transfer from your savings or checking account.)

- For a complete list of fees and other important information, or if you have any questions or concerns, please:

### **Check our Web site**

[www.ci.arlington.tx.us/water](http://www.ci.arlington.tx.us/water)

### **Email us**

[water@ci.arlington.tx.us](mailto:water@ci.arlington.tx.us)

### **Call us**

817-275-5931

### **Write us**

Arlington Utilities  
P.O. Box 90020  
Arlington, TX 76004-3020

### **For our Spanish speaking customers:**

Si necesita usted hablar con un representante en Español, por favor llame al 817-275-5931.



*Printed on recycled paper*

- Effective with all billings beginning in October 2004, there will be changes to the water and sewer rates. On October 1, 2003, Arlington Water Utilities implemented a Cost of Service rate structure and Conservation rates. We are now in year 2 of a 5 year plan to phase in changes. These changes are resulting in conservation of water and a rate structure that ensures the individual components such as water and sewer pay for themselves and are not subsidized by other components.



- Conservation rates are designed to encourage customers to reduce the amount of water they use, especially for irrigation. With the conservation rates, the more water the customer uses, the higher the rate will be. Currently Arlington ranks in the lower quarter of all cities in the metroplex for cost of water service. While the average residential customer in Arlington using 10,000 gallons of water and 6,000 gallons of sewer will see their water and sewer billing go from \$41.23 to \$42.44, a conservative customer using only 2,000 gallons of water will see their water and sewer billing go from \$14.72 to \$14.84. A commercial customer using 50,000 gallons will see their water and sewer billing go from \$285.00 to \$288.80.

Below are the new fixed monthly fees (minimum bills) for water and sewer. The 3/4" meter (the most common size), for residential customers only, has two different fixed fees based on whether they use 2,000 gallons of water or less, or 3,000 gallons or more. All the other account classifications and meter sizes have one fixed fee. As is currently done, every account is billed a fixed monthly fee whether there is water usage or not.

<b>Fixed Monthly Fee</b>		
<b>Meter Size</b>	<b>Water</b>	<b>Sewer</b>
3/4" (≤2,000 gal) Residential, Duplex, Builder, Mobile Home only	3.90	3.10
3/4" (>2,000 gal) Residential, and all other customer classes	5.60	5.00
1"	9.80	8.75
1-1/2"	22.40	20.00
2"	39.20	35.00
3"	92.80	50.50
4"	169.16	88.37
6"	389.88	201.84
8"	610.60	315.35
10"	917.20	473.00

The following table contains the charge per 1,000 gallons for water rates for all residential, duplex, residential builder and individual mobile home account classifications.

<b>Water Conservation Rates Residential Block Structure</b>	
<b>Usage (1,000 gal)</b>	<b>Rate</b>
0 - 2	\$1.50
3 - 10	\$1.79
11 - 15	\$2.29
≥ 16	\$2.79

The following table contains water rates for all commercial, apartment, institutional, high volume and construction meter account classifications.

<b>Water Conservation Rates Commercial Block Structure</b>	
<b>Usage (1,000 gal)</b>	<b>Rate</b>
0 - 15	\$1.62
≥ 16	\$1.98

The following table contains the per 1,000 gallon charge for all meters used for sprinkler accounts, regardless of account classification.

<b>Water Conservation Rates Sprinkler Block Structure (All Classifications)</b>	
<b>Usage (1,000 gal)</b>	<b>Rate</b>
All Usage	\$2.79

The following table contains the per 1,000 gallon charge for sewer for all account classifications.

<b>Sewer Rates All Classifications Block Structure</b>	
<b>Usage (1,000 gal)</b>	<b>Rate</b>
All Usage	\$2.42

The following is an example of a billing calculation for a 3/4" meter using 11,000 gallons of water on a domestic meter (serving the inside of the home) and 8,000 gallons of sewer:

<b>Example — Water Charge</b>		
Fixed fee	\$ 5.60	
First 2,000 gallons	\$ 3.00	(2 x \$1.50)
Next 8,000 gallons	\$14.32	(8 x \$1.79)
Last 1,000 gallons	\$ 2.29	(1 x \$2.29)
TOTAL	\$25.21	
<b>Example — Sewer Charge</b>		
Fixed fee	\$ 5.00	
8,000 gallons	\$19.36	(8 x \$2.42)
TOTAL	\$24.36	

The following is an example of a billing calculation for a residential customer with a separate 3/4" sprinkler meter with 25,000 gallons of water usage:

<b>Example — Water Charge</b>		
Fixed fee	\$ 5.60	
25,000 gallons	\$69.75	(25 x \$2.79)
TOTAL	\$75.35	

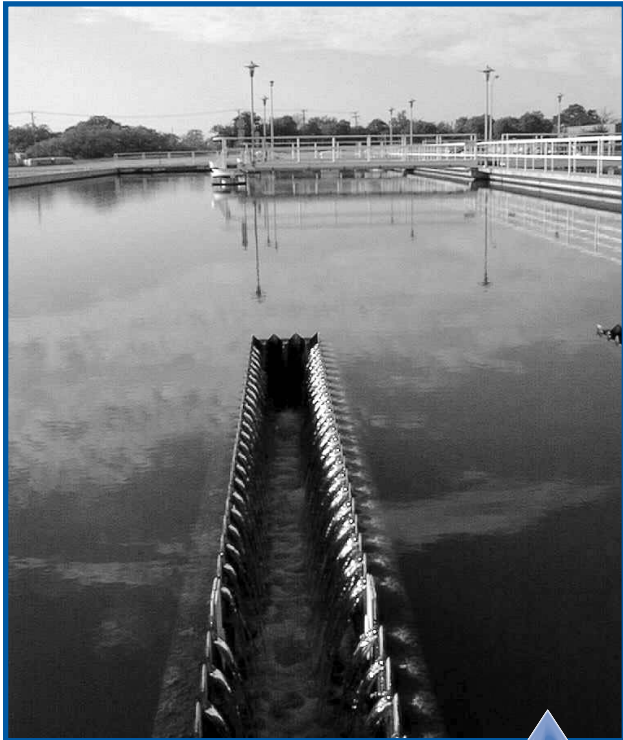
For any classification of customer who has a sprinkler system tied into their domestic account (i.e., the meter is not being used as a sprinkler meter exclusively), the billings will be calculated using the water block rates and not the sprinkler block rates.



# Drinking Water Quality Report

City of Arlington

2003



Arlington Water Utilities is again proud to report that your water is safe to drink. Our employees take great pride in producing and delivering to you, our customer, water that meets all Federal and State regulations. Again this year, no water quality regulations were violated and in most instances parameters found in Arlington water are well below the maximum allowable levels. The information included in this report reflects the data collected from January 1 through December 31, 2003, unless noted otherwise.

Este reporte incluye información importante sobre el agua potable. Para ayuda en español, favor de llamar al teléfono 817-457-7550 y pregunte por Erik Irwin.

Published May 2004



## The Environmental Protection Agency (EPA) Safe Drinking Water Hotline

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects may be obtained by calling the Environmental Protection Agency's (EPA) Safe Drinking Water Hotline at 1-800-426-4791. In order to ensure that tap water is safe to drink, the EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. The United States Food and Drug Administration regulates the bottled water industry for the same contaminants. The treatment process is what removes any contaminants from the raw water and provides further protection prior to sending it to the distribution system,

## For more information:

**Water Quality Information:** .....817-457-7550  
*Laboratory Services water sample requests, water quality questions or water quality problems. If you have questions concerning this brochure, ask for Star Birch in the laboratory.*

**Customer Services Information:** .....817-275-5931  
*Open new or transfer account, billing inquiries, water conservation, water and sewer rates.*

**Emergency Water and Sewer Services (24 hours):** .....817-459-5900  
*Service interruptions, water leaks, sewer problems*

**Tarrant Regional Water District (TRWD):** ...817-237-8585

**Texas Commission on Environmental Quality (TCEQ):** .....512-239-1000

To participate in decisions concerning water: Attend the Arlington City Council meetings which are held every other Tuesday evening at 6:30 p.m. in the Council Chamber located in City Hall, 101 W. Abram Street.



**For more information, please visit the Arlington Water Utilities website:**

[www.ci.arlington.tx.us/water/](http://www.ci.arlington.tx.us/water/)

# Definitions to help you understand the tables

- Action Level (AL)**.....The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- <(xxx)**.....less than the amount listed.
- ≥(xxx)**.....equal to or greater than than the amount listed.
- Maximum Contaminant Level Goal (MCLG)**.....The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- 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 feasible using the best available treatment technology.
- Maximum Residual Disinfectant Level Goal (MRDLG)**.....The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.
- Maximum Residual Disinfectant Level (MRDL)**.....The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- NA**.....Not applicable
- ND (Not detected)**.....No level of the parameter was detected.
- NTU (Nephelometric Turbidity Units)**.....A unit used when measuring turbidity, a measure of the cloudiness of the water.
- pCi/L (picocuries per Liter)**.....A measure of radioactivity in the water.
- ppb (parts per billion, ug/L)**.....A unit of measurement roughly equal to 1 drop in 100,000 gallons.
- ppm (parts per million, mg/L)**.....A unit of measurement roughly equal to 1 drop in 100 gallons.
- TT (Treatment technique)**.....A required process intended to reduce the level of a contaminant in drinking water.

## Disinfection By-Products

Substance	Units	Average of all Sampling points	Range
<b>Chloroform</b>	ppb	1.4	ND-4.1
<b>Bromodichloromethane</b>	ppb	1.5	ND-2.7
<b>Chlorodibromomethane</b>	ppb	1.7	ND-2.2
<b>Bromoform</b>	ppb	< 0.5	ND-0.7

Each of the above four substances are not currently regulated by themselves. However, EPA does regulate them as part of a group of substances called Trihalomethanes. See Table A, Organic Contaminants.

<b>Dichloroacetic Acid</b>	ppb	3.4	3.2-3.7
<b>Trichloroacetic Acid</b>	ppb	0.1	ND-0.3
<b>Dibromoacetic Acid</b>	ppb	1.9	1.8-2.1

Each of the above three substances are not currently regulated by themselves. However, EPA does regulate them as part of a group of substances called Haloacetic Acids. See Table A, Organic Contaminants.

## Information Collection Rule Results from July 1997 through December 1998

Substance	Units	Average of all Sampling Points	Range
Cyanogen Chloride	ppb	6	3-10.3
Total Organic Halides	ppm	0.2	0.1-0.5

The Information Collection Rule was published in the Federal Register in May, 1996. The rule was intended to provide EPA with an idea of what disinfection by-products were found, how often and at what levels. The EPA then intended to use this data along with health effects data and treatment technology research to determine the best way to control microbial contaminants while still minimizing the formation of disinfection by-products. One way to accomplish this is to use ozone as a disinfectant during the water treatment process as we do in Arlington. As can be seen in the chart above, it is a good way to minimize the formation of many disinfection by-products.

## Other Substances of Interest

Substance	Units	MCLG	Average	Range
Total Alkalinity	ppm	NA	102	97-106
Total Hardness	ppm	NA	109	81-190
Total Hardness	grains/gallon	NA	6.4	4.7-11.1
Calcium	ppm	NA	34	26-67
Sodium	ppm	NA	21	18-27
Chloride	ppm	250	15	13-17
Sulfate	ppm	250	34	33-34

## Table A

Substances that are regulated or are required to be monitored and were detected in Arlington tap water in 2003. None of the detected substances exceeded the regulated limits.

Inorganic contaminants						
Substance	Units	MCL	MCLG	Highest Level	Range	
<b>Barium (2002)</b>	ppm	2	2	0.046	0.044-0.046	
Possible source of substance: Erosion of natural deposits						
<b>Fluoride</b>	ppm	4	4	0.7	0.7	
Possible source of substance: Water additive promoting strong teeth						
<b>Nitrate as Nitrogen</b>	ppm	10	10	1.02	0.35-1.02	
Possible source of substance: Runoff from fertilizers						
<b>Nitrite as Nitrogen (1999)</b>	ppm	1	1	0.01	0.01	
Possible source of substance: Runoff from fertilizers						
No. of Sites Exceeding						
Substance	Units	Action Level	Action Level	90th Percentile	Range	
<b>Lead (2003)<sup>1</sup></b>	ppb	AL=15	0	2.5	ND-6.9	
Possible source of substance: Corrosion of household plumbing systems.						
<b>Copper (2003)<sup>1</sup></b>	ppm	AL=1.3	0	.25	0.016-0.407	
Possible source of substance: Corrosion of household plumbing systems						
Instead of MCLs for lead and copper, EPA requires that 90 percent of water samples obtained from customer's taps contain less than the Action Level for each metal.						
Arlington's most recent survey of the required 50 homes not only met this requirement but showed that none of the homes exceeded the action levels. This means that Arlington's water is significantly better than required						
<sup>1</sup> Sampling is required every 3 years.						
Organic contaminants						
Substance	Units	MCL	MCLG	Highest Level	Range	
<b>Atrazine</b>	ppb	3	3	0.23	.14-0.23	
Possible source of substance: Runoff from herbicide used on row crops <a href="#">Average of all sampling points.</a>						
<b>Total Trihalomethanes</b>	ppb	80	NA	5.1	3.8-5.1	
Possible source of substance: By-product of drinking water chlorination <a href="#">Compliance based on a calculated running annual average of all samples at all sites.</a>						
<b>Haloacetic Acids (HAA5)</b>	ppb	60	NA	Running annual average range: 4.5 Highest running annual average: 5.2		
Possible source of substance: By-product of drinking water disinfection <a href="#">Compliance based on a calculated running annual average of all samples at all sites.</a>						
<b>Chloramines</b>	ppm	MRDL=4	MRDLG=4	Running annual average range: 3.4-3.5 Highest running annual average: 3.5		
Possible source of substance: Water additive used to control microbes <a href="#">Compliance based on a calculated running annual average of all samples at all sites.</a>						
Total Organic Carbon PB Plant						
TT=% removal $\geq$ 1.0 Running annual average range: 1.1-1.5 Highest running annual average: 1.5 Possible source of substance: Naturally present in the environment						
Total Organic Carbon JK Plant						
TT=% removal $\geq$ 1.0 Running annual average range: 1.1-1.3 Highest running annual average: 1.3 Possible source of substance: Naturally present in the environment <a href="#">Compliance is based on a calculated running annual average from each plant</a>						
Radioactive contaminants (1999)						
Substance (1999)	Units	MCL	MCLG	Highest Level	Range	
<b>Beta/Photon Emitters</b>	pCi/L	50	0	3	0-3	
Possible source of substance: Decay of natural and man-made deposits						
Microbiological contaminants						
Substance	Units	MCL	MCLG	Highest Level	Range	
<b>Total Coliform</b>	%	*	N/A	**	ND-.54%	
*MCL: Presence of coliform bacteria in 5% or more of the monthly samples						
**Highest Level: The highest monthly percent of positive sample = 0.54%						
Possible source of substance: Naturally present in the environment, coliform bacteria are used as indicators of microbial contamination of drinking water because they are easily detected and found in the digestive tract of warm blooded animals. While not themselves disease producers, they are often found in association with other microbes that are capable of causing disease. Coliform bacteria are more hardy than many disease-causing organisms. Therefore their absence from water is a good indication that the water is bacteriologically safe for human consumption						
Clarity (combined filter effluent turbidity)						
Substance	Units	MCL	MCLG	Highest Level /Avg.	Range	
<b>Highest single turbidity measurement</b>						
NTU TT=1.0 0 0.49/0.22 0.04-0.49						
Possible source of substance: Soil runoff						
<b>Percentage of samples less than 0.3 NTU</b>						
% TT=95% 99.96% NA						
Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.						

# 2003 Drinking Water Quality Report

## Questions and Answers about Arlington Drinking Water

- Q.** Where does Arlington Drinking Water come from?
- A.** Arlington purchases its water for treatment from the Tarrant Regional Water District. The water is taken from four reservoirs. Cedar Creek, Richland Chambers and Lake Benbrook supply the John Kubala Water Treatment Plant. Lake Arlington supplies the Pierce-Burch Water Treatment Plant.
- Q.** Is Arlington water safe to drink?
- A.** Absolutely. Again this year, no water quality regulations were violated and in most instances parameters found in Arlington water are well below the maximum allowable levels. Our employees take great pride in producing and delivering to you, our customer, water that meets all Federal and State regulations.
- Q.** How is the water in Arlington treated?
- A.** The water in Arlington is treated at two state of the art water treatment plants. Ozone is used as the primary disinfectant. Aluminum sulfate and a cationic polymer are added to help dirt and other particles clump together and settle out during treatment. The water is then filtered through granular activated carbon beds to remove smaller particles and substances that are dissolved in the water. The water is then chloraminated (treated with chlorine and then ammonia) as it enters the clearwell for storage. Chloramine is the secondary disinfectant that keeps the water safe on its way to your faucet.
- Q.** I am undergoing chemotherapy for cancer. Is the water still okay for me to drink?
- A.** You may be more vulnerable than the general population to certain microbial contaminants, such as Cryptosporidium, in drinking water. Infants, some elderly, or Immuno-compromised persons such as those undergoing chemotherapy for cancer; those who have undergone organ transplants; those who are undergoing treatment with steroids and people with HIV/AIDS or other immune system disorders can be particularly at risk from infections. You should seek advice about drinking water from your health care provider. Additional guidelines on appropriate means to lessen the risk of infection by Cryptosporidium are available from the Safe Drinking Water Hotline (800-426-4791).
- Q.** What type of contaminants might be in my water?
- A.** The City of Arlington and the State of Texas both analyze your drinking water for contaminants. Any that were detected during the last year are shown in Table A. As shown in the table all are well below the established maximum contaminant levels. All water dissolves substances from the ground as it flows over and through it. Substances that may be present in raw water include such things as 1) microbial contaminants such as viruses and bacteria that come from septic systems, agricultural livestock operations and wildlife; 2) salts and metals that can be naturally occurring or the result of urban storm water runoff, industrial or domestic wastewater discharges or farming; 3) pesticides and herbicides that may come from a variety of sources

such as agriculture, urban storm water runoff or residential uses; 4) organic chemical contaminants that include synthetic and volatile organic chemicals that are by-products of industrial processes and can also come from gas stations and urban storm water runoff; 5) radioactive contaminants that are naturally occurring. Substances may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. For more information on these problems or source water assessments please call the Laboratory Services Division at 817-457-7550. Source water assessments for our reservoirs will soon be available from the Texas Commission on Environmental Quality (TCEQ).

**A**rlington Water Utilities receives calls from customers concerning white particles or things that look like white pieces of paper clogging plumbing fixtures. These are most probably one of two things:

- 1) They may be pieces of plastic from the dip tube in the water heater. The dip tube takes the cold water from the supply at the top of the tank down to the bottom of the tank to be heated.
- 2) They may be bits of calcium carbonate scale coming from your water heater. This scaling may be worsened because the water heater thermostat is set too high. Most manufacturers recommend a setting of 120°F. The lab staff can help you determine whether it is plastic or calcium carbonate scale. If the particles are calcium carbonate, you probably need to flush your water heater. Most manufacturers recommend that you do this twice per year. See below for some tips.

### Tips for flushing your water heater:

1. Turn off the power or gas to the heater.
2. Close the cold water supply valve. It is usually located at the top of the unit.
3. Connect a garden hose to the drain valve located near the bottom of the tank. Run the hose somewhere that you can drain the water (it may be hot at first).
4. Open the drain valve to discharge the water inside the tank. It will probably have some particles in it.
5. After the tank is empty, close the drain valve and open the cold water supply valve. Turn on the power or gas.

