

PowerUp™ Your Holidays With A \$25 Bill Credit*!



We want to give you a present this holiday: **electricity savings and a 'thank you' bill credit.**

More family holiday celebrations mean more electricity usage, so now is a great time to review your electric rate and make the switch to Texas Power that could save you hundreds of dollars annually. Plus, when you switch we send you a \$25 'thank you' bill credit*.

Call us at 855.698.9797 and a friendly representative will help you evaluate your current rate and walk you through the simple switch process.

Texas Power is Arlington-based and is the city's preferred electric service provider. We offer Customer-First™ electricity with competitive rates and reliable service.

Two easy ways to Sign Up:

Online at **PowerUpArlington.com**, or call **855 MY TX PWR** (855.698.9797)

Choose either the **PowerUp™ 12** or the **PowerUp™ 24** Promotion
and use the Promo Code: **ARLINGTON**



City of Arlington Preferred Electric Service Provider

TexasPower.net | 855 MY TX PWR (855.698.9797) | FAX 817.522.0235 | 4025 Woodland Park Boulevard, Suite 220 | Arlington, Texas 76013

Texas Power, L.P. REP #10066 © 2012. All rights reserved.

*See Terms and Conditions on reverse side.

We Would Like To Help You Celebrate The Holidays

\$25

Sign Up And Receive A \$25 Bill Credit!*

Sign up online at PowerUpArlington.com, or call **855 MY TX PWR** (855.698.9797)

Use Promo Code: **ARLINGTON**

**Terms and Conditions: For enrolling as a new "PowerUp™ Arlington" residential customer, you may earn a \$25 bill credit. You may receive the applicable bill credit if you enroll under the Texas Power 12 or 24 Month fixed rate plan and remain an active Texas Power customer through your fourth billing cycle. This offer is only valid for new Texas Power residential customers who enroll under the promotional code "Arlington" beginning February 1, 2011 or later and are residents of Arlington, Texas. Only one bill credit is permitted per account enrolled; the discount does not apply to multiple premises. Each eligible customer must maintain satisfactory credit and payment status with Texas Power i.e., no non-sufficient funds, no disconnect for nonpayment, no late payments, and no defaulted payment arrangements through their fourth billing cycle. The bill credit will be applied to the account after the fourth billing cycle. This bill credit offers no cash value and it will not be applied to a deposit or any past-due balances. Customers enrolled under this promotion will not be eligible to receive any additional discounted pricing or special promotional offers. Texas Power reserves the right to change without notice the Terms and Conditions, modify the offer, or end the offer at any time without notice.



**DON'T TEACH
YOUR TRASH
TO SWIM!**

**PROTECT OUR
WATER SOURCES.
PLEASE DISPOSE
OF LITTER
PROPERLY.**



LITTER AND WATER FLOW FROM CURBS TO CREEKS!

What is litter?

Litter consists of waste products such as containers, papers, and wrappers which have been disposed of improperly.



curbs to creeks
Stormwater Management

Why is litter a problem?

Litter is dynamic – it is moved by wind, stormwater, animals or traffic until it is trapped somewhere. It is common to find litter trapped along fence lines, hedges, and walls or in long grass, puddles and gutters.

Why it matters:

Litter is: unsightly; costly to clean up; harmful to waterways and wildlife; associated with increased crime; and creates an ugly and disheartening environment.

The state of Texas spends approximately \$35.5 million on keeping Texas Roads clean. This does not include the funds spent by municipalities on litter cleanup efforts locally. All of these efforts are supported by YOUR tax dollars. If litter can be contained at its source, then the cost of removal is much less than cleaning it up after it has become widespread.

You matter most!

If every person picked up just one piece of litter today, there would be over 300 million fewer pieces of litter. If every person picked up 10 pieces of litter, there would be 3 billion fewer pieces damaging our environment. If you and your friends spend just one hour today picking up litter in your own neighborhood, you will not only pick up thousands of pieces of trash, you will also make a tremendous impact on your community. Just be sure to bend at the knees!

For more information about litter and stormwater pollution prevention, please visit www.arlingtontx.gov/stormwater.

**Outdoor watering
is prohibited *year round*
from 10 a.m. to 6 p.m.**



**For water conservation tips, including
how to report irrigation violations,
visit www.SaveArlingtonWater.com**

July is Smart Irrigation Month

July, a peak month for sprinkler water use, is designated Smart Irrigation Month by the Irrigation Association. Learn more about efficient irrigation practices and the importance of water conservation on long-term water supply.

One practice is cycle and soak. The greatest waste of water in lawn irrigation comes from watering too much, too fast and too often. Instead of watering a full sun turf zone for 20 consecutive minutes, run sprinklers in three (3) six-minute sessions, spaced one hour apart. This allows water to soak in and minimizes runoff. Water only two days per week in summer to encourage strong root growth and healthy plants.

Learn more at www.smartirrigationmonth.org.



Wishful Thinking...



UNTIL THIS IS
A REALITY,

please pick up after your pet.

A message from the City of Arlington
Public Works and Transportation Dept. - Stormwater Office



FAQs

Q: How are stormwater and pet waste related?

A: When pets are allowed to defecate outside, rainwater can carry that waste to the storm drain which leads directly to nearby creeks, lakes, rivers, and streams. Since stormwater is not treated, harmful substances can make their way into our valued water sources. Therefore, pick up your pet's waste and dispose of it by putting it in the trash, flushing it down the toilet, or burying it in your yard.

Q: Why doesn't the sewage treatment plant clean this water before it reaches the waterway?

A: Sewage Treatment plants only process wastewater from indoor plumbing. Sewage treatment plants do not treat rainwater.

Q: Other animals such as squirrels, rabbits, and birds already "use the facilities" outdoors. Why should I worry about my pet?

A: The average dog releases 3/4 lb of waste per day, that's 274 lbs per year. North Central Texas is home to approximately 1.2 million dogs, so that's over 900,000 lbs of waste per day! Simply, waste from the number of pets in Arlington cannot be adequately or naturally absorbed into the environment.

Q: Should I pick up pet waste in my own yard?

A: Yes, absolutely! During a rain storm, this waste can be washed out of your yard, down a street and find its way into the storm sewer system. In addition, when waste is not removed, it leaves a large quantity of nutrients that can burn out grasses by overfeeding them, creating a spotty looking yard. Pet waste can also attract rats—reason enough to keep your yard cleared!



For more information on pet waste and stormwater, please contact the City of Arlington, Stormwater Office at 817-459-6587 or visit www.arlingtontx.gov/stormwater

Got Drugs?

**Turn in your unused or expired medication for anonymous, safe disposal
Saturday, September 29, 2012.**

Collection sites near you:

North Police District

620 W. Division Street
817.459.5600

West Police District

2060 W. Green Oaks Blvd.
817.459.6040

East Police District

2001 New York Ave.
817.459.5803

South Police District

1030 S.W. Green Oaks Blvd.
817.459.6640



**For more
information,
please visit
ArlingtonTX.gov**

ACCEPTED:

- Controlled, non-controlled, and over the counter medications
- All solid dosage pharmaceutical product and liquids in consumer containers; liquid products, such as cough syrup (please keep sealed in original container.)

NOT ACCEPTED:

- Intravenous solutions, injectibles, and syringes
- Illicit substances such as marijuana or methamphetamine

TIPS:

- Participants may dispose of medication in its original container or by removing the medication from its container and disposing of it directly into the disposal box.
- All participants must retain possession of their own medication during the surrender process.





Fix a Leak Week



March 12-18, 2012

A leaky toilet can waste hundreds of gallons of water per day. Find silent leaks by putting a few drops of food coloring into the tank, wait 15 minutes, and see if it appears in the bowl before you flush. Look for dripping faucets, showerheads, and fixture connections. Don't forget to check irrigation systems and outdoor spigots for leaks too.

For leak repair tips go to:

www.epa.gov/watersense/our_water/fix_a_leak.html

Drought Status Update

2012

In August 2011, Arlington entered into Stage 1 drought watering restrictions due to our water supplier's lakes dropping to 75% capacity. Stage 1 limits outdoor watering with a two day schedule based on address and customer type. Depending upon spring rainfall, there is a chance that Stage 1 watering restrictions will remain into the summer. To help prepare, attend one, or all, of the free classes offered on the back.

This water conservation message is sponsored by your City of Arlington Water Utilities (AWU) Department.



www.SaveArlingtonWater.com



2012

Smart Yard Symposium

Saturday, March 31, 9 a.m. – 12 p.m.

Arlington Water Utilities and the Downtown Arlington Farmer’s Market are partnering to provide a free Smart Yard Symposium to help residents prepare for, and offer solutions to, landscapes impacted by drought conditions. (Free Rain Barrel Raffle!)

Arlington City Hall Classes – 101 W. Abram St.

9-10:25 a.m. Defeat Drought with a Smart Yard

10:30 a.m.-12 p.m. . Square-Foot Vegetable Gardening

Downtown Arlington Farmer’s Market – 215 Front St.

9 a.m. – 12 p.m. Master Gardener Micro-Talk Series

Master Gardeners will provide presentations and answer questions on the following topics: landscape design, soil testing, native plants, backyard composting, and more!

Please RSVP at 817-459-6628
or email dustan.compton@arlingtontx.gov.

2012

Free Irrigation Classes

Arlington Water Utilities is offering two free irrigation classes to help residents make improvements to their sprinkler systems, landscape, and save water and money.

Drip Irrigation: Monday, April 9
Do-it-Yourself 6 – 8 p.m.

Irrigation Tuesday, May 8
Quick Fixes 6 – 8 p.m.

Location: Southwest Branch Library,
3311 S.W. Green Oaks Blvd.

Please RSVP at 817-459-6628
or email dustan.compton@arlingtontx.gov.

More information: www.SaveArlingtonWater.com

Grease for Greens



Frying a turkey on Thanksgiving and wondering how to turn your used cooking oil into free golf?

Store your used cooking oil in a sealed plastic container like a bottle and bring it to **Tierra Verde Golf Course on December 1, from 8 a.m.-Noon.**

- Enjoy:
- Free cookies from Ventana Grille!
 - Raffle for a free round of golf every hour!
 - Keeping our pipes and creeks clean!

Tierra Verde Golf Course will recycle the used cooking oil to create biodiesel to fuel its lawnmowers.

Only used cooking oil (any type of vegetable oil is okay) will be accepted and not fatty or solid grease from meat (i.e. bacon grease).

Tierra Verde Golf Course is located at 7005 Golf Club Dr, Arlington, TX 76001. You can recycle your cooking oil year round by visiting the Fort Worth Collection Center, 2400 Bridge St, Fort Worth, TX 76112.

Enjoy the Turkey— Avoid the Plumber!

Tasty holiday food means full bellies and sometimes clogged pipes when fats, oils, and grease are washed down the drain. Survive your holiday “plumber-free” by following our tips to cease the grease:



DO:

- Absorb fats, oils, and grease by wiping with paper towels and dispose in trash.
- Store small amounts of grease mixed with coffee grounds or kitty litter in a sealed container and throw away when full.
- Recycle large amounts of used cooking oil (see reverse side).

DO NOT:

- Pour fats, oils, and grease directly into the drain.
- Dispose of fats, oils, and grease down the garbage disposal.
- Use soap or hot water to rinse fats, oils, and grease into your drain.



For more information, please visit
www.arlingtontx.gov/water/fog.html

ECOFEST ARLINGTON **is September 22, 2012** **10 a.m. - 10 p.m.**

**Founders Plaza and Levitt Pavilion
Downtown Arlington**

Ecofest Arlington is a free, family oriented event with live entertainment, kid's activities, green vendors, motivating classes, hands-on demonstrations and more.



**Mark your calendar today with some
of the scheduled activities:**

- Free Trees (arrive early)
- Bike and Skateboard Safety (bring gear)
- Critterman and Petting Zoo
- Sprinkler/Lawn Care Classes
- Gardening/Compost Demos
- Meet the Lawn Whisperer (3-7 p.m.)

Musical entertainment:

6:30 p.m. Cas Haley
8 p.m. Josh Weathers

www.ecofeststarlington.com

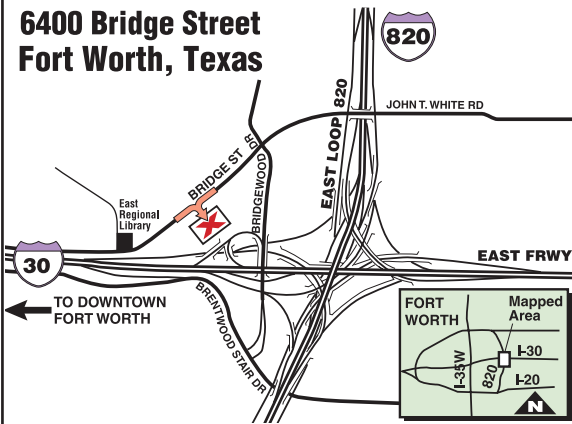
**Showerhead exchange at the
Arlington Water booth in the
vendor area** Bring 2 old shower-

heads and receive up to 2 free,
high-efficiency showerheads that
can help save up to 30% water and
energy costs related to showering!



ENVIRONMENTAL COLLECTION CENTER

6400 Bridge Street
Fort Worth, Texas



City of Fort Worth
Department of
Environmental Management

817-392-EASY (3279)

www.fortworthgov.org/dem

City of Arlington

817-459-6777

www.arlingtontx.gov



Printed on recycled paper

Rev. 3.2012

Rid Yourself of Household CRUD!

Arlington residents — take your
unwanted household chemicals to the

Environmental Collection Center year-round



Questions? Answers...

- Q:** Do I need to bring identification?
A: Yes, please bring a recent Arlington water bill or current driver's license as proof of residency.
- Q:** Does it cost to drop off my household chemicals?
A: No, it is a free service for citizens of Arlington.
- Q:** Do I have to unload my household wastes at the ECC?
A: No, the ECC staff will unload them for you.
- Q:** Can I bring chemical wastes from my business?
A: No, only household chemicals are accepted.
- Q:** Do I need a voucher?
A: No, just proof of residency.

The ECC will accept the following materials:

- Acids
- Aerosol Cans
- All Batteries
- Antifreeze
- Brake Fluid
- Cooking Oil
- Craft/Hobby Chemicals
- Degreasers
- Drain Cleaners
- Fertilizer
- Fluorescent Lights
- Gasoline
- Herbicides
- Mercury
- Motor Oil
- Paints/Stains
- Paint Thinners
- Pest Strips
- Pesticides
- Pharmaceuticals
- Photo Chemicals
- Pool Chemicals
- Oil Filters
- Solvents
- Transmission Fluid
- Varnishes

The ECC cannot accept:

- Ammunition
- Explosives
- Medical Waste
- Compressed Gas Cylinders
- Radioactive Material (Smoke Detectors)
- Tires
- Waste Generated By Business



For your safety and to make the collection less costly and more efficient:

- If a product is still usable, try to give it to someone who can use it.
- Please bring liquid paint sorted by type (i.e. latex, oil based, lead based).
- Please keep chemicals in their original containers; place broken or leaking containers inside a second container of like material (i.e. glass for corrosives, metal for flammables).
- If a container has no label and its contents are known, please label it; otherwise, please label "unknown."
- DO NOT transport chemicals in the passenger compartment of your vehicle...put them in the trunk.



Did You Know?

The Arlington Landfill accepts old electronics for recycling year-round. That's right, and it's free! All you have to do is drop them off at the landfill where they'll be stored and then taken to a recycler.

For more information, please call the landfill at 817-354-2300.

Information about other e-waste recycling opportunities is available at www.arlingtontx.gov/environment/electronicwaste.html.

Sponsored by:

- City of Arlington Public Works Dept.
 - University of Texas at Arlington
 - Republic Services
 - Goodwill Industries of Fort Worth



817-459-6777
www.arlingtontx.gov

Celebrate Texas Recycles Day at Arlington's

COMPUTER ROUNDUP!

Nov. 3, 2012
8 a.m. - 12 noon



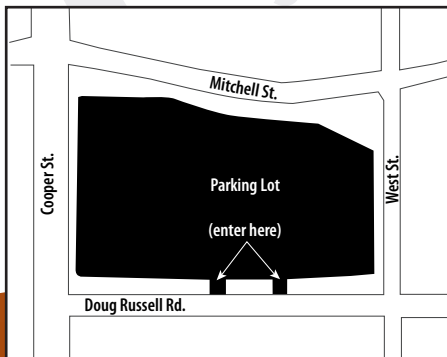
WANTED

- Computers • Monitors • Keyboards
- Printers • TVs • Radios • VCRs
- Video Cameras • Cell Phones

*Bring your old electronics to the UTA parking lot
at the southeast corner of Mitchell and Cooper!*

8 a.m. - 12 noon
Saturday, Nov. 3, 2012

UTA parking lot at southeast corner of Mitchell and Cooper



Proof of Arlington residency required. This event is for Arlington residents only. Businesses should contact the City of Arlington for information on how to recycle electronics. We will not be accepting large, household appliances such as washers, dryers, refrigerators. Call 817-317 2000 for disposal of these items.



The Minimizer, Arlington's recycling crusader

CLEAN WATER



There's NO app for that!

Only Rain in the Drain!

It seems these days that there's an App for everything: banking, ordering pizza, playing games; the list goes on. But there's not an App for keeping our water sources free of pollutants. We've got to do that "the old fashioned" way.

Did you know that anything, and we mean anything, that's on the street could be washed into the storm drain? Storm drains lead directly to our rivers, lakes, streams, and creeks. This water is not treated, so whatever is on the ground (litter, cigarette butts, pet waste, grass and leaves, motor oil, and other pollutants) ends up in our water – the same water that we like to use for recreation, the same water that wildlife depend on, and the same water that eventually becomes our drinking water.

So please, love where you live and make sure to never litter, blow leaves and grass clippings into the street, or intentionally put things into the storm drain. Also, be a sport and pick up after your pet!

Because when it comes to Clean Water...There's No App for That!



curbs to creeks
Stormwater Management

Message brought to you by the City of Arlington Stormwater Education and Outreach Office – Public Works and Transportation Department / Stormwater Management. Visit us at www.arlingtontx.gov/stormwater for more information.



Backflow and Thermal Expansion

How They Affect Your Plumbing System

The Danger of Backflow

Safe drinking water is so commonly available in this nation that we normally assume any water from a faucet is safe to drink. The City of Arlington works hard to ensure that the water we deliver to our customers meets or exceeds all health standards. However, the threat of backflow contamination is a common problem.



How Backflow Occurs

Say you are watering your garden with a fertilizer or pesticide applicator attached to your hose. The phone rings, and you leave the garden. While you are chatting, there is a pressure fluctuation in our system that causes a vacuum. Like a straw, the vacuum will pull your pesticide-laced water into the public water supply.

How Can Backflow be Prevented?

Backflow can be prevented using an assembly approved by the water supplier, or a physical separation between the water supply and a potential

source of pollution. The water supplier determines the type of backflow prevention assembly required, based on the existing or potential degree of hazard. Here are two examples of common backflow protection:

Double Check Valve
Assembly on
Irrigation System



Hose Bib
Vacuum Breaker



Thermal Expansion

Once a backflow prevention assembly is installed on the main water supply of your home or business, water will be unable to flow back into the public water pipes. The backflow preventer creates an isolated or closed plumbing system. For some homeowners, thermal expansion could produce leaky faucets or set off the relief valve on hot water heaters. Before the backflow protection device was in place, your hot water heater warmed the water causing it to expand. As the water warmed, thermal expansion pushed it back into the public water supply, another example of backflow. If your plumbing system is faulty, it could fail once the system is closed. Although most customers will never experience these problems, we strongly encourage you to make sure your plumbing systems are up to current building code standards. You should consult a certified plumber if you have any doubts about your plumbing's condition. A plumber may recommend the installation of a thermal expansion tank if you have a hot water heater.

For more information, please visit:
www.ArlingtonTX.gov/water/wrs.html

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 irrigating, they generally have separate meters so that their sewer rate is affected only by domestic, or inside, usage.

Wouldn't it be better 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 sewer is reserved only for large commercial or industrial users, and those accounts are reviewed on an individual basis to determine if it is cost effective to do this special type of metering.

Summary

- This is an automatic yearly program; all residential customers are already "signed up"!
- 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 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.
- Practicing conservation will also save you money year round. Visit www.SaveArlingtonWater.com to find money saving tips.
- 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.

www.ArlingtonTX.gov/water

Residential Customers

Save Water, Save Money



Each winter you have the opportunity to lower your sewer costs by conserving water



Conservation & Making Repairs Pays Off

Outdoor watering – filling a pool – a running toilet – a leaking sprinkler system – all of these can affect your winter water usage, which increases your maximum sewer charge for the year.

See inside for details on how to make this program work for you!

Frequently Asked Questions

Why do you use the winter billing months for averaging?

Traditionally, the 4 lowest water consumption months for residential customers are billed in December, January, February and March. The primary reason for this is that residential customers are not watering their lawns during this time frame, so water usage is mainly inside the house. The majority of the water used during winter months is entering the sanitary sewer.

How can I conserve water to reduce my sewer bill?

Avoid over-watering your lawn. **During the winter, a typical lawn requires only 1 to 1-½ inches of water every three weeks.** Irrigate only to make up the difference if you don't receive this much precipitation. Install a rain/freeze sensor on your irrigation system controller to avoid wasting water. Indoors, fix leaks in faucets and toilet tanks, and wash clothes and dishes using full loads. For more water conservation tips, go to www.SaveArlingtonWater.com.

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

Lawn sprinkling, filling a swimming pool, or having a toilet leak 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 representative measure of water flowing into the sewer system.

How exactly do you average my winter months' usage?

We use 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 monthly sewer charge for April through the following March.

Average Winter Calculation Example:

→ Monthly Water Consumption:

Nov = 7 thousand gallons	Jan = 4 thousand gallons
Dec = 21 thousand gallons	Feb = 8 thousand gallons

→ Calculate: Discard the highest of the 4 months. Add the remaining months, 7 + 4 + 8 for a total of 19. Divide the 19 by 3 to get 6.3, round down to 6. The Average Winter Consumption (Sewer Maximum) for this residential account will be set at 6 thousand gallons per month for 1 year (April 2013-March 2014).

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

The average winter usage is a maximum sewer volume charge. For example, if your average winter usage is 6,000 gallons and you use 15,000 gallons of water in a month, you will be billed for only 6,000 gallons of sewer in that month. But if you use 5,000 gallons of water in a month, you will be billed for 5,000 gallons of sewer in that month. For residential customers, sewer consumption will never be higher than water consumption.

Once I have my average, will it ever change?

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

How can I find out the approximate period during the winter months that will determine my maximum sewer charge?

Your location in the city determines approximately when your meter will be read 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 your water consumption determines the new average for the next year. It is during this period that conserving water will minimize your sewer charge. Of course, practicing water conservation year round pays you even more dividends.

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 winter average.

Is my water meter still read each month?

Yes. We read your water meter to bill for the water consumption registered during that billing period.



A Water Conservation Message

Julia J. Hunt, P.E.
Arlington Water Utilities Director

During the past year, North Texas has experienced one of the driest years on record. Our ability to meet future water demands for a growing population includes water conservation and water reuse measures. In addition, there are significant water supply expansion projects under way that directly benefit water supply availability to Arlington residents.

Tarrant Regional Water District (TRWD), our raw water supplier, and the City of Dallas Water Utilities (DWU) have partnered to finance, plan, design, construct and operate the Integrated Pipeline (IPL) Project. The IPL Project is an integrated water delivery transmission system connecting Lake Palestine to Lake Benbrook with connections to Cedar Creek and Richland-Chambers Reservoirs, incorporating TRWD's existing pipelines and creating flexibility in delivery as well as quick response to fluctuating customer water demands.

Since most of our water supply in Arlington comes from Richland-Chambers and Cedar Creek reservoirs, this project helps deliver our water supply needs.

In addition to this major initiative to enhance future water supply, we can extend our current supply by practicing good water conservation measures. Arlington Water Utilities department is leading by example by implementing a leak detection technology that will enhance our ability to detect some water leaks before they become water main breaks.

Our customers can also help save water by identifying and fixing water leaks and practicing efficient irrigation techniques. These are two important conservation practices that can save a significant amount of water.

- Leaks can account for, on average, 10,000 gallons of water wasted in the home every year.
- A leaky faucet that drips at the rate of one drip per second can waste more than 3,000 gallons per year.
- Constantly running toilets can potentially waste 200 gallons of water or more every day.

To check for leaks, survey areas inside and outside such as faucets, toilets, showerheads, garden hoses, and irrigation systems.

Reporting Leaks/Water Main Breaks: Leaks seen bubbling up through the pavement or running down streets can be reported 24 hours a day, seven days a week at 817-459-5900.

Efficient Irrigation: Remember that **Six to Ten, Watering Wins**. Water the lawn after 6 p.m. and before 10 a.m. to avoid losing 50% or more of your water to evaporation. **Reduce your outdoor watering** to once every 4-7 days. Install a rain/freeze sensor to avoid irrigating during the rain or freezing weather. Utilize drip irrigation where possible in order to avoid water loss to evaporation.

Efficient Landscaping: Texas SmartScape® gardening involves selecting native and drought tolerant plants. Visit txsmartscape.com to learn more about drought tolerant plants. View Arlington's SmartScape® gardens online here: www.arlingtontx.gov/parks/simple/forestry_gardens.html. Visit www.SaveArlingtonWater.com for more conservation tips.

In summary, Arlington Water Utilities will continue its efforts to provide reliable, high quality water to our customers and we hope you join us in using it as efficiently as possible.



For more information:

Water Quality: 817-575-8984
Laboratory Services water sample requests, water quality questions or water quality problems. If you have questions concerning this brochure, ask for the laboratory.

Customer Services:..... 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, held on the 2nd and 4th Tuesday nights at 6:30 p.m. in the Council Chamber located at City Hall, 101 West Abram Street.

Meeting schedule is posted online at www.ArlingtonTX.gov/citycouncil/meeting_schedule.html

To view City Council Agenda or to watch a City Council meeting webcast, please visit www.ArlingtonTX.gov/citycouncil/agenda.html

Visit our website at:

www.ArlingtonTX.gov/water/studiesandreports_drinkingwaterquality.html

Published May 2012

Arlington Water Utilities



2011 Water Quality Report



Arlington Water Utilities has a rated capacity of 200 M.G.D. to meet water demand

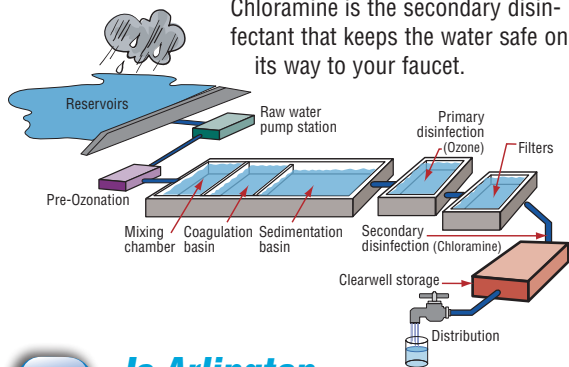
As you read through this report, you will notice that drinking water produced by Arlington Water Utilities meets or exceeds all Federal and State drinking water quality regulations. In most instances, substances found in Arlington water are well below the maximum allowable levels. The information included in this report reflects the data collected from January 1 through December 31, 2011, unless noted otherwise.

Este reporte incluye información importante sobre el agua potable y también está disponible en esta dirección de internet www.ArlingtonTX.gov/water/studiesandreports_drinkingwaterquality.html.

How is the water in Arlington treated?

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.



Is Arlington water safe to drink?

Absolutely. Again in 2011, no water quality regulations were violated and in most instances substances 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.

Where does Arlington drinking water come from?

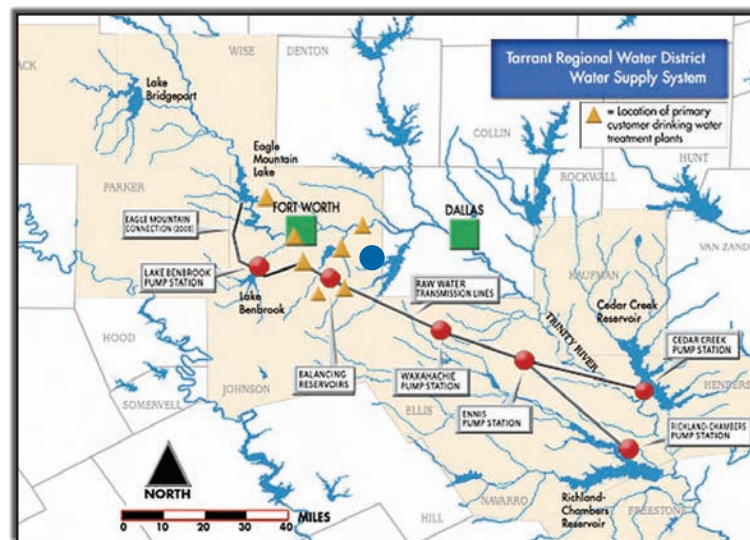
Arlington purchases its water for treatment from the Tarrant Regional Water District. The water is taken from four reservoirs. Cedar Creek, Richland-Chambers and Lake Benbrook supply the John F. Kubala Water Treatment Plant. Lake Arlington supplies the Pierce-Burch Water Treatment Plant.

Cryptosporidium Monitoring Information:

In 2011 Tarrant Regional Water District monitored all raw water sources for Cryptosporidium and found none in the source waters servicing Arlington.

Cryptosporidium is a microscopic, disease-causing parasite, housed in a hard-shelled egg-shaped oocyst. When ingested, the oocyst splits open, releasing sporozoites. These sporozoites invade the lining of the gastrointestinal tract and can cause an illness called cryptosporidiosis. Cryptosporidiosis is typically an acute short-term infection but can become severe and non-resolving in children and immuno-compromised individuals.

In addition to coagulation and filtration, Arlington uses Ozone (the primary disinfectant) to further protect against Cryptosporidium.



Did You Know...

Health information for Special Populations

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).

Arlington named Best Tasting Water in Texas

In 2011 Arlington tap water received two prestigious awards for having the best tasting water. Competing with utilities from all across Texas, Arlington water was proclaimed to be the Best Tasting Water in Texas by the Texas section of the American Water Works Association. In addition to that honor, Arlington Water Utilities also won the best tasting water contest hosted by the North Central Texas Region of the Texas Water Utilities Association. These competitions rate entries based on their color, clarity, taste and odor.

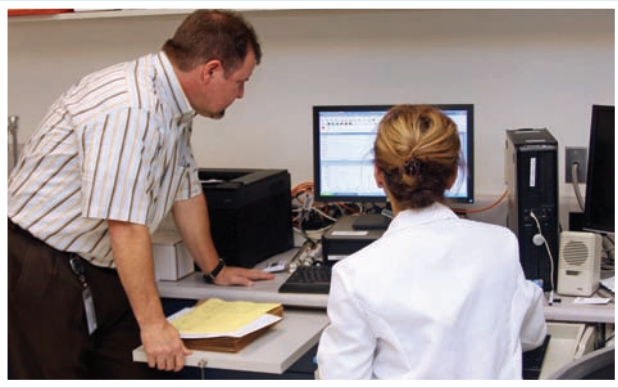
General information about lead

Where does lead in drinking water come from?

If present, lead is introduced into your drinking water from plumbing fixtures and materials, not from the water source. Although lead was banned from use in pipe and solder in 1986, older homes may still have materials containing lead. To prevent leaching of lead from the plumbing, Arlington Water Utilities controls the water pH so that it coats the interior of the pipes with a thin layer of calcium carbonate. An easy way to minimize exposure to lead in your home if the water has been sitting in the plumbing for more than six hours: flush the faucet until the water becomes cold (approx. 30 seconds-2 minutes). It is highly recommended that only cold water be used for drinking or cooking purposes. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline (800-426-4791) or at www.epa.gov/safewater/lead.

Water Fact:
Of all the earth's water, 97% is salt water found in oceans and seas. Only 1% of the earth's water is available for drinking water. 2% is currently frozen.

Water Fact
You can survive about a month without food, but only 5 to 7 days without water.



Substances Expected to be in Drinking Water

The City of Arlington and the State of Texas both analyze your drinking water. Any regulated substances 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) microbes 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 substances 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 substances that are naturally occurring.

Substances may be found in drinking water that may cause taste, color, or odor problems but are not necessarily causes for health concerns. For more information, please call Laboratory Services at 817-575-8984.

Water Fact:

A leaky faucet that drips at the rate of one drip per second can waste more than 3000 gallons per year.

Water Fact:

Each person uses about 100 gallons of water a day at home.

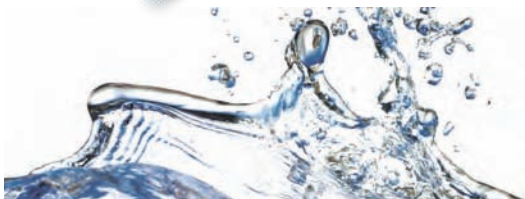
Emerging Water Quality Issues

Arlington Water Utilities' primary objective is the protection of public health through the delivery of high-quality drinking water.

EPA has a drinking water standard of 0.1 ppm for total chromium, which includes chromium-6. This standard is based on the best available science. EPA regularly re-evaluates drinking water standards and, based on new science on chromium-6, had begun a comprehensive review of its health effects in 2008. In September 2010 the EPA released a draft of the assessment for public comment. The EPA expects to finalize the health risk assessment and make a final determination about the carcinogenicity of chromium-6. In 2011 total chromium was not detected in Arlington drinking water which would also indicate that hexavalent chromium was not present at a detectable level.

Water Fact:

The average five-minute shower takes between 15 to 25 gallons of water.



Just try living without it.

SAVE WATER. Nothing can replace it.

Visit www.SaveArlingtonWater.com. Learn how to do your part in saving our most precious resource – water.

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 constituents. The presence of these constituents does not necessarily indicate that water poses a health risk. In order to ensure that tap water is safe to drink, the EPA prescribes

regulations that limit the amount of certain substances in water provided by public water systems. The treatment process removes these substances from the raw water and provides further protection prior to sending it to the distribution system. More information about contaminants and potential health effects

can be obtained by calling the Environmental Protection Agency's (EPA) Safe Drinking Water Hotline at 800-426-4791 or visiting the EPA web site at www.epa.gov/safewater.

A

Table A. Regulated Substances. These substances are regulated or are required to be monitored and were detected in Arlington tap water in 2011. None of the detected substances exceeded the regulated limits.

Substance	Units	Avg.	Min.	Max.	MCL	MCLG	Possible Source
Atrazine	ppb	0.10	0.10	0.10	3		Runoff from herbicide used on row crops
Barium (2011)	ppm	0.050	0.044	0.055	2	2	Erosion of natural deposits
Bromate⁶	ppb	<5	<5	<5	10	10	Byproduct of drinking water disinfection
Chloramines²	ppm	3.6	0.3	4.9	MRDL=4	MRDLG=4	Water additive used to control microbes
Fluoride	ppm	0.47	0.22	0.66	4	4	Water additive promoting strong teeth
Nitrate as Nitrogen	ppm	0.300	0.159	0.490	10	10	Runoff from fertilizers
Nitrite as Nitrogen	ppm	0.047	0.001	0.224	1	1	Runoff from fertilizers
Radioactive (2011)							
Radium 228	pCi/L	<1.0	<1.0	<1.0	5	NA	Decay of natural, man-made deposits
Beta/Photon Emitters	pCi/L	<4.0	<4.0	<4.0	50	NA	Decay of natural, man-made deposits
Gross Alpha Particle Activity	pCi/L	<2.0	<2.0	<2.0	15	NA	Decay of natural, man-made deposits
Total Coliform⁴	%	NA	ND	0.54%	5%**	NA	Naturally present in the environment
Total Organic Carbon (TOC)							Naturally present in the environment
PB Plant (raw)	ppm	5.4	4.2	9.4			(PB = Pierce-Burch Plant)
PB Plant (drinking)	ppm	3.1	2.4	3.9			
PB Removal ratio ⁵	remov. ratio	1.2	1.0	1.8			
JK Plant (raw)	ppm	5.0	3.9	6.1			(JK = John F. Kubala Plant)
JK Plant (drinking)	ppm	2.8	2.4	3.2			
JK Removal ratio ⁵	remov. ratio	1.3	1.0	1.4			
Total Trihalomethanes²	ppb	13.9	12.6	15.7	80	NA	By-product of drinking water chlorination
Trihaloacetic Acids (HAA5)²	ppb	5.8	5.2	6.4	60	NA	By-product of drinking water chlorination
Turbidity³							Soil runoff
Highest single measurement	NTU	0.09	ND	0.42	TT=1.0	0	
% of samples < 0.3 NTU	%	99.8%	NA	NA	TT=95%	NA	
Substance	Units	Action Level	No. Sites > Action Level	90th %-tile	Range	Possible Source	
Copper (2009)¹	ppm	1.3	0	0.056	0.0052-0.93	Corrosion of household plumbing systems	
Lead (2009)¹	ppb	15	0	0.55	ND-0.85	Corrosion of household plumbing systems	

¹Instead of MCLs for lead and copper, EPA requires that 90 percent of water samples obtained from customers' taps contain less than the Action Level for each metal. Arlington's most recent survey of the required 50 homes shows no home exceeded the action level. Sampling is required every 3 years. Due for testing in 2012. ²Compliance is based on a calculated running annual average of all samples at all sites. ³Turbidity 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. ⁴Coliform 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. ⁵Presence of coliform bacteria in 5% or more of the monthly samples. ⁶Removal ratio is the percent of TOC removed by the treatment process divided by the percent of TOC required by TCEQ to be removed. Based on running annual average of ratios. TCEQ requires a removal ratio of ≥1.0. ⁷Compliance is based on a calculated running annual average of the quarterly averages

Water Fact
You can refill an 8 oz. glass of water approx. 15,000 times for the same cost as a six pack of soda pop.



Table Definitions

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 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.



Other Substances of Interest

Substance	Units	Avg	Min	Max
Total:				
Alkalinity	ppm	93	79	133
Hardness	ppm	103	68	137
Hardness	grains/gal.	6.0	4.0	8.0
Calcium	ppm	36	26	53
Sodium	ppm	17	11	24
Magnesium	ppm	3.5	3.2	3.7
Chloride	ppm	16	11	22
pH	units	8.1	7.3	8.4



Table B. Unregulated Substances. These substances don't yet have a drinking water standard set by the USEPA. The purpose of monitoring for them is to help EPA decide whether the substances should have a standard.

Substance	Units	Avg.	Min.	Max.	MCL	Possible Source
Chloroform	ppb	3.9	3.2	4.5	Not Regulated	By-product of drinking water disinfection; not regulated individually; included in Total Trihalomethanes.
Bromodichloromethane	ppb	4.6	4.3	5.1	Not Regulated	
Chlorodibromomethane	ppb	4.4	4.1	5	Not Regulated	
Bromoform	ppb	1	1	1.2	Not Regulated	
Dichloroacetic Acid	ppb	3.84	3.56	4.16	Not Regulated	By-product of drinking water disinfection; not regulated individually; included in Haloacetic Acids.
Bromoacetic Acid	ppb	0.65	0.36	0.88	Not Regulated	
Dibromoacetic Acid	ppb	1.25	0.79	1.6	Not Regulated	
Chloroacetic Acid	ppb	0.06	NDB	0.25	Not Regulated	
Trichloroacetic Acid	ppb	ND	ND	ND	Not Regulated	



LEAF MANAGEMENT

Leaf Recycling Drop Off Sites November 17, 2012 - February 17, 2013

Beginning November 17, Arlington residents may bring bagged leaves to one of four collection sites for free leaf recycling.

Drop off sites:

- Water South Service Center - 1100 SW Green Oaks Blvd. - No contractors
- U.T.A. baseball parking lot on Mitchell Street east of Fielder Rd. - No contractors
- Arlington Landfill - 800 Mosier Valley Rd.
- Bowman Springs Park - 7003 Poly Webb Rd. - No contractors

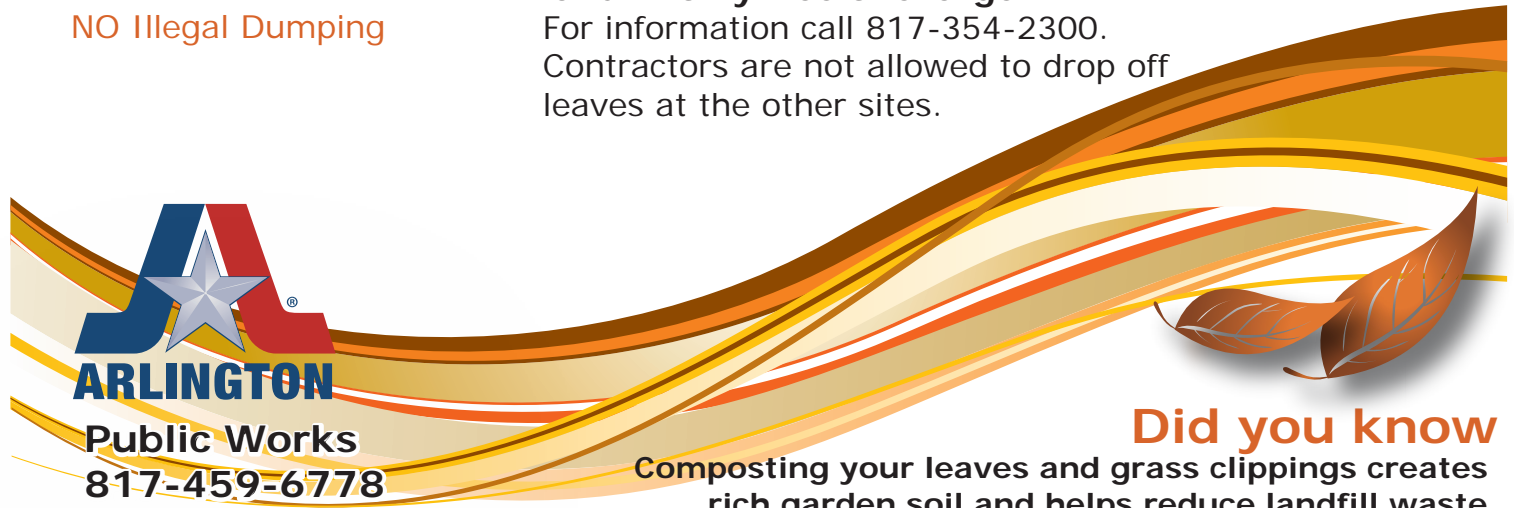
In an effort to improve the environment and our community, this service is provided by the City of Arlington for Arlington residents only.

PLEASE
NO Contractors
NO Trash or Tree Limbs
NO Illegal Dumping

During the dates listed above,
**contractors may bring leaves to the
landfill only free of charge.**
For information call 817-354-2300.
Contractors are not allowed to drop off
leaves at the other sites.



Public Works
817-459-6778



Did you know
Composting your leaves and grass clippings creates
rich garden soil and helps reduce landfill waste.

Tips to Lower Your Water Bill

Using water efficiently not only helps extend our water supplies for tomorrow but can help lower your water bill today.

- Turn off your sprinklers and use water sparingly this winter to reduce monthly sewer charges year round.
- Use this time to make landscape changes by removing some unused turf areas and replacing them with mulched landscape beds with native perennials and grasses that add beauty and variety while using much less water and fertilizer.
- Go to www.txsmartscape.com for suggested plants for our area, care and maintenance tips, and other resources to help save water outdoors.
- Fix leaking faucets and toilets that can account for up to 10% of total indoor water use.
- Replace your showerhead with a high-efficiency showerhead that uses 2.0 gallons per minute or less. Remember, anytime you use less hot water you are saving money on water and energy.

Important Information:

- A 5% past due fee is added to water and sewer bills when the bill is not paid by the due date. The 5% is calculated on the current month's water and sewer charges.
- All commercial and apartment irrigation systems must be equipped with rain and freeze sensors. All residential irrigation sprinkler systems installed on or after January 1, 2007 must be equipped with rain and freeze sensors. It is a good idea for all homes with irrigation systems to install rain and freeze sensors.

For a complete list of fees and payment options, or if you have any questions or concerns, please contact us:

Web: www.ArlingtonTX.gov/water

Email: water@ArlingtonTX.gov

Phone: 817-275-5931

For after hours water or sewer emergencies, call 817-459-5900.

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

Effective October 1, 2012 UTILITIES RATES UPDATE



This year's water and wastewater rate increases have been kept to a minimum. Increases will go into effect with the October 2012 billing cycle which is primarily water consumption during the month of September.

Water, sewer, refuse and storm drainage are the four services billed on the combined Utilities billing statement.

A water conservation methodology is used by Arlington Water Utilities. Water conservation rates reward customers with lower water usage. See rate chart inside.

Sewer flow for residential customers is based on their Average Winter Consumption. For commercial accounts, sewer flow charges are based on their full water consumption.

Residential monthly refuse charge will remain at \$12.23. Commercial monthly bag service will increase from \$18.64 to \$19.26 and \$8.29 for each additional cubic yard. For additional questions or information pertaining specifically to these rates, please visit www.ArlingtonTX.gov/environment.

Residential monthly storm drainage charge will remain at \$4.25. For more information on commercial rates, visit www.ArlingtonTX.gov/publicworks.

E-bill and E-pay: Review and pay your bill online. Visit our website: <https://waterbilling.ArlingtonTX.gov>



Scan this QR code with your smart phone to go directly to this website.

Information on water rates effective October 1, 2012, is available in Tables 1-6 below. Table 7 is an example bill calculation.

Water Conservation Rates: Use less, pay less!

TABLE 1 Water rates per 1,000 gallons for all residential, duplex, residential builder and individual mobile home account classifications.

Residential Block Structure

Usage (1,000 gal)	Rate
0 - 2	\$1.42
3 - 10	\$2.02
11 - 15	\$2.98
16 - 29	\$3.44
≥ 30	\$4.11

TABLE 2 Water rates for all commercial, apartment, institutional and high volume meter account classifications.

Commercial Block Structure

Usage (1,000 gal)	Rate
0 - 15	\$2.09
≥ 16	\$2.40

TABLE 3 The per 1,000 gallon charge for all meters used for sprinkler accounts, regardless of account classification.

Irrigation Block Structure

Usage (1,000 gal)	Rate
0 - 29	\$3.44
≥ 30	\$4.11

TABLE 4 Water rates for all construction meter account classifications.

Construction Block Structure

Usage (1,000 gal)	Rate
0 - 99	\$4.78
≥ 100	\$6.03

Sewer Rates

TABLE 5 All Classifications Block Structure

Usage (1,000 gal)	Rate
All Usage	\$3.33

FY 2013 Fixed Monthly Fees **TABLE 6**

Meter Size	Water	Sewer
3/4" (≤ 2,000 gal) Residential only	\$5.00	\$4.20
3/4" (>2,000 gal) Residential and all other customer classes	\$8.57	\$8.05
1"	\$15.00	\$14.09
1-1/2"	\$34.28	\$32.20
2"	\$59.99	\$56.35
3"	\$140.16	\$86.10
4"	\$224.98	\$149.31
6"	\$523.07	\$341.02
8"	\$819.67	\$537.70
10"	\$1,231.24	\$806.50

EXAMPLE

TABLE 7

The following **example** billing calculation is for a residential customer with a 3/4" meter using 10,000 gallons of water on a domestic meter (*serving the inside of the home*) and 6,000 gallons of sewer. This is an increase of \$0.66 or 1.20% per month:

W C H A R E R G E	Fixed fee	\$ 8.57
	First 2,000 gallons (2 x \$1.42)	\$ 2.84
	Next 8,000 gallons (8 x \$2.02)	<u>\$16.16</u>
TOTAL water		\$27.57
S C H E R G E	Fixed fee	\$ 8.05
	6,000 gallons (6 x \$3.33)	<u>\$19.98</u>
	TOTAL sewer	\$28.03
TOTAL Water and Sewer Charge		\$55.60

For any classification of customer with 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 residential or commercial block rates and not the irrigation block rates.

**Save Water,
NOTHING can replace it.**

www.savearlingtonwater.com