

Know When to Water Your Landscape

Knowing when and how best to water your landscape will help lower your water bill and extend our water supplies for the future.

- Be aware of current watering restrictions for sprinklers at www.SaveArlingtonWater.com.
- Hand-watering, drip irrigation and soaker hoses are allowed any day and time.
- Operating a malfunctioning sprinkler system is a violation of the City of Arlington Code of Ordinances. Conduct regular inspections of the sprinkler system to ensure there are no broken sprinkler heads or excessive runoff down the street.
- 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.

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.

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

Web: www.arlington-tx.gov/water

Email: water@ArlingtonTX.gov

Phone: 817-275-5931

After hours water or sewer emergencies: 817-459-5900.

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

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

www.savearlingtonwater.com

Effective January 1, 2016



**UTILITIES
RATES UPDATE**

This year's rate increases for water and wastewater services are set to go into effect on January 1, 2016. The typical residential customer's monthly water and wastewater bill will increase by \$2.91 per month.

Why is a rate increase necessary?

The primary drivers for this year's water and wastewater increases are from raw water purchase and wastewater treatment costs. Tarrant Regional Water District, raw water supplier for Arlington, Fort Worth and Mansfield, is constructing a major water supply project to bring additional water into Tarrant County for future needs.

The wastewater increase is associated with the Trinity River Authority's facilities and pipeline rehabilitation projects. These are impacting the entire region, and will result in additional rate increases over the next several years.

Arlington Water Utilities will continue to work diligently to reduce controllable costs and gain efficiencies in an effort to mitigate customer rate impacts.

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 January 1, 2016, is available in Tables 1-7 below. Table 8 is an example bill calculation.

WATER RATES: Use Water Wisely!

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	\$2.02
3 - 10	\$2.79
11 - 15	\$4.02
16 - 29	\$4.79
≥ 30	\$5.94

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	\$2.70
≥ 16	\$2.84

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	\$4.79
≥ 30	\$5.94

TABLE 4 Water rates for all construction meter account classifications.

Construction Block Structure

Usage (1,000 gal)	Rate
0 - 99	\$5.52
≥ 100	\$6.96

SEWER RATES

TABLE 5

All Classifications Block Structure

Usage (1,000 gal)	Rate
All Usage	\$3.71

FY 2016 FIXED MONTHLY FEES TABLE 6

Meter Size	Water	Sewer
¾" (≤ 2,000 gal) Residential only	\$6.40	\$5.10
¾" (>2,000 gal) Residential and all other customer classes	\$9.00	\$9.30
1"	\$15.00	\$16.00
1-½"	\$34.30	\$36.50
2"	\$60.00	\$59.10
3"	\$141.00	\$131.00
4"	\$225.00	\$210.00
6"	\$524.00	\$526.00
8"	\$820.00	\$751.00
10"	\$1,232.00	\$1,110.00

FIRE PROTECTION SYSTEM RATES TABLE 7

Fire Line Size	Fixed Monthly Fee
1"	\$15.00
1-½"	\$34.30
2"	\$60.00

EXAMPLE TABLE 8

The following **example** billing calculation is for a residential customer with a ¾" meter using 8,000 gallons of water on a domestic meter (*serving the inside of the home*) and 5,000 gallons of sewer. This is an increase of \$2.91 or 5.32% per month:

W C H A R E R G E	Fixed fee	\$ 9.00
	First 2,000 gallons (2 x \$2.02)	\$ 4.04
	Next 6,000 gallons (6 x \$2.79)	<u>\$16.74</u>
	TOTAL water	\$29.78
S C H E R G E	Fixed fee	\$ 9.30
	5,000 gallons (5 x \$3.71)	<u>\$18.55</u>
	TOTAL sewer	\$27.85
TOTAL Water and Sewer Charge		\$57.63

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.



March 14–20, 2016

Fix a Leak Week

www.epa.gov/watersense/fixaleak

Did you know that 10% of homes have a leak that wastes 90 gallons or more per day?

Fix a Leak Week is celebrated in March as a time to remind everyone to check their household fixtures and sprinkler systems for leaks.

This year, Arlington Water Utilities and Tarrant Regional Water District have coordinated with Home Depot, a WaterSense Retail Partner, to provide free Fix a Leak Workshops.

Free Fix a Leak Workshops

Saturday, March 19, 10 am-12 pm

10 - 10:40 a.m.Repair/Replace Leaking Faucets

10:40 - 11:20 a.m.Repair/Replace Leaking Toilets

11:20 am - 12 p.m. .. Repair/Replace Sprinkler Heads



**AVAILABLE AT ALL
HOME DEPOT STORES
IN NORTH TEXAS**



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

www.SaveArlingtonWater.com

Non-Flushable Items



The toilet is not a trash can. Many items marketed as disposable or flushable do not degrade like toilet paper. They end up clogging pipes, tangling pumps, and causing messy sewer

backups into streets, businesses, and homes.

DO NOT flush:

- Wipes of any type
- Paper towels
- Pharmaceuticals
- Diapers
- Flushable cleaning cloths
- Toilet bowl scrub pads
- Swiffer products
- Napkins
- Feminine products, condoms or any non-organic material
- Wash cloths, towels, rags, underwear
- Bandages, cotton swabs, or dental floss



Please Remember:

Only flush human waste and toilet paper.

“Flushable Wipes” are a big problem, causing sewer backups in our community. Even if the package says “flushable,” they should NEVER be flushed.

If it can't be reused, recycled or composted, please place it in the garbage.



For additional information, please contact the City of Arlington, Water Resource Services, 817-459-5902.

Got Drugs?

**Turn in your unused or expired medication
for anonymous, safe disposal
Saturday, April 30, 2016
10 a.m. - 2 p.m.**

Collection sites near you:

North Police District

620 W. Division Street
817.459.5600

Walgreen's Pharmacy

4400 W. Green Oaks Blvd
817.563.0142

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, injectables, 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.

Backflow Prevention

When you turn on the faucet you expect the water to be as safe as it was when it left the water treatment plant. However, when a **backflow** incident occurs, water can flow backwards into our safe drinking water. The danger comes from a **cross connection**, which is when a water line is in contact with a harmful substance. Examples of these hazards include: secondary water sources like well water, hose end chemical dispensers for lawn treatment, a water hose in a bucket of non-potable liquid, swimming pools, the sanitary sewer, and irrigation systems.



Fortunately, keeping our precious water resource safe from contaminants such as fertilizers or household cleaners is easy. Take the following precautions:

NEVER submerge hoses in buckets, pools, tubs, sewer cleanouts or sinks.

DO NOT use spray attachments without a backflow prevention device, such as a hose bib vacuum breaker. The chemicals used on your lawn are toxic and can be fatal if ingested.

INSTALL and TEST appropriate backflow prevention assemblies when required, such as on your irrigation system.

Don't put your neighbors or yourself at risk. If you believe you have a backflow concern and would like more information, please contact Water Resource Services at 817-459-5902 or visit Backflow Information at www.arlington-tx.gov/water.

Properly Drain Pool or Spa Water

Large quantities of pool chemicals can cause fish kills, destabilize fish populations and lead to higher water treatment costs for drinking water. Chlorine, bromine, algaecides, biocides, water conditioners, stabilizers, and other chemicals in pool and spa water are toxic to fish and other aquatic life. Diatomaceous earth (DE), cellulose fiber, and sand particles from backwash water can fill in the spaces of stream bed gravel, preventing oxygen from reaching fish eggs and young fish. DE and cellulose fiber can also clog fish gills.



There are three options for draining your swimming pool or spa. Whichever option you chose, remember you must de-chlorinate the water

before draining occurs.

- Allow the water to sit in the sun for 5 to 10 days without adding any chlorine or other chemicals
- Use a chemical de-chlorination additive: Contact your local pool store for options
- Use a simple chlorine test kit to verify water is de-chlorinated.

Drain pool water to yard or landscaped areas.

- Allow water to soak into the grassy or landscaped areas of your yard. This will filter out any residual pollutants.
- Don't cause flooding of your neighbor's property or any other adjacent property.
- The land area should be sufficient to prevent yard erosion and sediment runoff into a ditch, creek, or storm drain system.



Protecting Arlington's Waterways
Public Works and Transportation's
Stormwater Management Division
817-459-6550

Swimming pool water may be discharged to the storm drain system after the following conditions are met:

- The pool or spa water is completely de-chlorinated.
- The pH of the water is between 6.5 and 9.
- Do not discharge acid cleaning wastes, filter media or other pool chemicals.
- Ensure discharged water will not create puddles of standing water. This could provide breeding grounds for mosquitos.
- Drainage hoses must stay on your property and drain directly to the street. Water allowed to flow onto neighboring properties may cause flooding and/or property damage.



Drain pool water to the sanitary sewer system.

- Locate the sanitary sewer cleanout on your property or an indoor drain such as a sink or bathtub.
- Using a hose, connect a siphon or sump pump that pumps no more than 50 gallons per minute.
- Have a 2-inch gap between the hose and the clean out pipe.
- Remember to replace all cleanout covers when finished.

Do not drain swimming pool or spa water to your septic system it may cause a system failure.

Never drain a saline pool to the storm drain system. The high salt content can be damaging to the water quality and the storm drain infrastructure components.



It is a violation of city ordinance to discharge any swimming pool or spa chemicals into the storm drain system. Contact the Action Center at 817-459-6777 or go online to www.arlingtontx.gov/contact to report a violation.

Got Drugs?

**Turn in your unused or expired medication
for anonymous, safe disposal
Saturday, October 22, 2016
10 a.m. - 2 p.m.**

Collection sites near you:

North Police District

620 W. Division Street
817.459.5600

Walgreen's Pharmacy

4400 W. Green Oaks Blvd
817.563.0142

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; (please keep liquid products, such as cough syrup, sealed in original containers.)

NOT ACCEPTED:

- Intravenous solutions, injectables, 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.

Defend your Drains

Many items can cause backups and clogs, and can be harmful to the environment and water supply. These items should not be rinsed down the kitchen sink or bathtub, nor should they be flushed down the toilet. **Use proper disposal methods** to avoid harming your home's plumbing system, the region's water treatment systems, your water quality, and the environment.

Do not flush:

- Wipes of any type
- Paper towels
- Pharmaceuticals
- Diapers
- Flushable cleaning cloths
- Toilet bowl scrub pads
- Swiffer products
- Napkins
- Feminine products, condoms, or any non-organic material
- Wash cloths, towels, rags, underwear
- Bandages, cotton swabs, or dental floss



The toilet is not a trash can, and many items don't break down and clog pipes, tangle pumps, and cause messy sewer backups into streets, businesses, and homes.



Protect the quality of our water - throw these items in the trash or drop at designated collection sites:

- Fats, Oils, and Grease
- Cleaning products
- Paint, insecticides, fertilizer
- Pharmaceuticals

For more information, please visit
www.arlingtontx.gov/water
and www.defendyourdrainsnorthtexas.com

Get FloodSmart!

Twenty-five percent of all flood claims are from outside identified Special Flood Hazard Areas; therefore it is important for homeowners, renters and commercial property owners to know their property's flood risk. Contact the City of Arlington's Stormwater Management Division at 817-459-6550 to evaluate your flood hazard risk.

Then, consider the following:

- Get a flood Insurance policy. Standard homeowners/renters or commercial property insurance policies **do not** cover damages from a flood.
- Create and Practice an emergency evacuation plan. Don't forget to have an emergency "Go Bag" for each member of your family.
- Remove yard waste and other debris from streets and gutters.
- Report illegal dumping of material in the storm drains or local waterways at **www.arlingtontx.gov/contact**.

Floodplains are important for the natural storage and conveyance of floodwaters, the protection of water quality and groundwater recharge. Development within the floodplain is highly regulated. A floodplain development permit is required prior to new construction or when improving an existing structure.

Contact the Community Development and Planning Department's One-Start center at 817-459-6502 or visit **www.arlingtontx.gov/cdp** for more information.

Flood Information Services

Arlington's Stormwater Management Division provides information on flood protection, flood depth or other flood related data, historical flooding information, local drainage issues and other site specific protection assistance to all residents and property owners.

Services provided:

- Explanation of natural floodplain functions and their protection along with special flood hazards such as uncertain flow paths.
- One-on-one site visits to property owners to review flooding and drainage problems while providing information on barrier walls, soil stabilization, lot regrading and other structural solutions for specific drainage or flooding issues.
- Provide advice on retrofitting techniques; such as elevating buildings, dry-flood proofing and wet-flood proofing.
- Supplies information on hazard mitigation grants and loans through FEMA, Small business Administration, US Department of Agriculture and other state and local agencies.
- Information found on the Flood Insurance Rate Map (FIRM) needed for writing a flood insurance policy including FIRM zones, panel numbers, and Base Flood Elevations as well as other non-insurance related information on FIRM's such as floodway delineations and protected areas outside Special Flood Hazard Areas (SFHA's).
- Elevation Certificates for some properties in the SFHA are available and copies made upon request.
- National Flood Insurance Program purchase requirements, coverage options and assistance with maintaining or increasing coverage.

Our staff is available to meet with you and discuss your situation and strategies to reduce flood damages. Call

817-459-6550 or visit our website

www.arlingtontx.gov/stormwater





EcoMan Wants Your Grease!

Are you frying a turkey for Thanksgiving?

Bring your used cooking oil to

Grease for Greens

at Tierra Verde Golf Club

8 a.m.-12 p.m. on December 3, 2016.

We will use your cooking oil to make biodiesel to fuel our lawnmowers, and you could win a free round of golf!

Can't come to Grease for Greens?

If you have more than 5 gallons of used cooking oil, we will pick it up from your house the week of Nov. 28.

Call 817-459-5902 to schedule an appointment.

This message is EcoMan Approved.

For more information,
visit CeasetheGreaseArlington.com

Help Us Cease the Grease!

Take these easy steps to help us cease the grease:

- Don't put fats, oils, or grease down the drain or garbage disposal.
- Don't use soap or hot water to rinse fats, oils, or grease into your drain.
- Recycle used cooking oil.

Cooking Oil Collection Stations are coming!

You can recycle your used cooking oil year round, and we will use it to make biodiesel.



Disposal locations:
CeasetheGreaseArlington.com
or call 817-459-5902.

