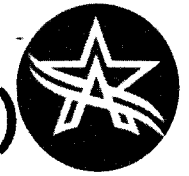


USEFUL WEBSITE INFORMATION



- www.SaveArlingtonWater.com – Arlington irrigation rules, water department events, sign up for services such as irrigation evaluation.
- www.WaterIsAwesome.com – sign up for weekly watering advice, tips for water efficiency, etc.
- <https://wateruniversity.tamu.edu/> - tips for water efficient landscape practices, including videos on making common irrigation system repairs.
- www.TXSmartScape.com – database of native and adapted plants for Texas
- <https://www.epa.gov/watersense/fix-leak-week> - Advice on finding leaks around the home and yard and fixing them.

AVERAGE WINTER CONSUMPTION ("AWC")



- This is the volume you will be charged for wastewater in the upcoming fiscal year (October – September).
- It is in your control.
- AWC is based upon the water consumption shown on your December through March billings.
- The AWC is a maximum sewer volume charge.
- A wastewater charge will never be more than water consumption.



AVERAGE WINTER CONSUMPTION ("AWC") TO ASSIST WITH LOWER WASTEWATER CHARGES



During the low water use months of the year (December through March), residential customers can take advantage of a cost savings program offered by AWU. Specifically, each year residential customers will have their winter water consumption averaged to establish a maximum wastewater charge that the customer will have in any month for the next City fiscal year (October through September).

- AWC is based upon the water consumption shown on your December through March billings.
- The highest month is discarded and the remaining three months are averaged; the three months are used to give a more accurate measure of water going into the sewer system.
- The AWC is a maximum sewer volume charge; this number is then used in the following October - September.
- A wastewater charge will never be more than water consumption.
- Your average will be recalculated each year.
- During the months of October - 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 use if you wish to take advantage of a lower wastewater charge.
- Each year, AWU averages all residential customers' consumption to establish a city average. If a residential customer does not have a full December, January, February and March billing history, they will receive the city average until they have the history to establish their own. The current city average is 5,000 gallons.
- **Keep your water usage as low as you can during the winter.**
- AWU prints a reminder message about the AWC program on City Services 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.

IRRIGATION SYSTEM CHECK-UP PROGRAM



- Free irrigation system audits conducted by licensed irrigation specialists.
- AWU residential customers can call the City's customer care office at 817-275-5931 or email water@arlingtontx.gov to request a sprinkler evaluation.
- Every year, AWU offers a limited number of sprinkler evaluations in cooperation with its raw water provider, Tarrant Regional Water District as part of its overall conservation strategy.
- AWU decided to expand the program this summer in response to an increase in residents seeking help in controlling their water costs
- When residents sign up for the irrigation system evaluation, a local licensed irrigation specialist will perform a 45-minute evaluation of their irrigation system and provide recommendations for improvements.
- The program is not a sales pitch for additional contracting services and residents won't be pressured to make specific changes.

"...thank you so much for coming out today and providing an overview of my water usage especially as it relates to my sprinkler system...as well as ways to conserve! I had no idea that I was using this much!!! Also, thanks for the moisture meter....I will definitely put that to use in determining whether I need to water or not! Lastly, I appreciate the pamphlets that you provided re: water efficient lawn care and landscaping!"

UNINTENDED USE ADJUSTMENT GUIDELINES



The following information outlines the guidelines and requirements in order to request an adjustment on a water utilities account for water consumption due to a leak or extenuating circumstances.

- The water consumption in question must have already been billed to a customer.
- The water consumption in question must be 2 times higher than the customer's normal consumption, as compared to the same billing period in previous years.
- In cases of extraordinary weather conditions (drought and/or high temperatures) the same billing period in a comparable weather year may be sought if the same customer has use history at the same location covering that previous extraordinary weather period.
- An adjustment may be for up to two consecutive months' consumption.
- There will be no adjustments for swimming pool filling or refilling. An adjustment will only be considered for leaks due to the operation of the pool.
- Eligibility for an adjustment is considered on a case-by-case basis. A credit is given for the water consumption that is above the customer's normal usage at the marginal cost of water. Credit adjustments granted by City of Arlington Water Utilities are not required nor guaranteed to be granted for every request submitted, but are offered as a courtesy to encourage water conservation.
- Marginal cost will be updated annually.
- Please call 817-275-5931 to determine if you qualify for an account adjustment.

Note: When there is not sufficient previous year data available, data from the current year billing may be considered.

A maximum of one adjustment is allowed per 24-month period.

ANY ADJUSTMENT MADE WILL DISPLAY AS CREDIT ON YOUR BILLING STATEMENT

PAYMENT PLANS



- Any customer with difficulty paying for city services can consult with a Customer Care representative at 817-275-5931 or e-mail water@arlingtontx.gov.



Questions?



Contact us at 817-275-5931 or by email at water@arlingtontx.gov.

Individual billing issues will not be addressed publicly. We can take your name and speak to you later.