



Aqua Facts

November 2007

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Customer Call Center:

(210) 922-1221
8am to 7pm weekdays

Emergency Services:

(210) 354-6500
or (210) 922-2141

BexarMet Website:

www.bexarmet.org

Report Water Waste:

waterwasters@bexarmet.org

November BexarMet Holidays:

12 - Veterans Day
22 & 23 - Thanksgiving

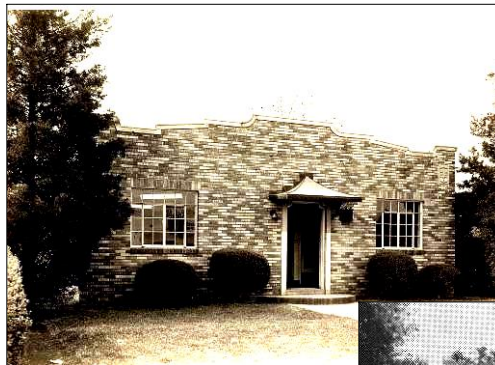
New Customer Service Center Grand Opening This Month!



Beginning November 8, 2007 BexarMet's new Customer Service Center on 2706 W. Southcross Blvd will be officially open to serve the needs of customers across the District. The Center features 3,000 square feet of space, two drive-thru lanes and a spacious lobby in which to interact with our friendly cashiers and customer service representatives. The Center has come a long way from the early days of the District and is better equipped than ever to serve the needs of our customers. The Center is open weekdays from 7am to 5pm.

Need a Speaker?

BexarMet offers a variety of educational presentations on xeriscaping, efficient water use, rebate programs and other water-related topics. If you are interested in scheduling a presentation on a water-related topic for your group, school or neighborhood association contact Nathan Riggs in BexarMet's Community Relations/Water Efficiency Department at (210) 357-5705.



District Service Center
circa:1947

District Service Center
circa:1958



In Depth Focus:

Changes to BexarMet Cutoff Procedures



On Tuesday, October, 16, 2007, BexarMet stopped tagging doors 72 hours prior to shutting off your water for non-payment. Under the new procedures to prevent service disconnection, customers now receive a final notice on yellow paper with red lettering 11 days prior to water service termination. In addition, an automated phone call is sent as a last attempt to prevent service termination five days prior to the actual disconnection occurs. The text of the reminder call is as follows,

"This is an important message from Bexar Metropolitan Water District. According to our records, your water service is subject to interruption without further notice for non-payment. You must immediately contact BexarMet at (210) 922-1221 between the hours of 8:00 a.m. to 7:00 p.m., Monday through Friday to resolve this matter and avoid interruption of service."

If you receive a call containing the text above, please contact the BexarMet Call Center as soon as you can at (210) 922-1221 for more information on your account.

If you have questions regarding changes to our cutoff procedures, please contact our Customer Call Center at (210) 922-1221 from 8am to 7pm weekdays or visit our new Customer Service Center located at 2706 W. Southcross Blvd. from 7am to 5pm weekdays. If you prefer email, you may also contact the BexarMet Customer Relations staff at www.bexarmet.org/commentcenter and they'll be glad to assist you.