



# Aqua Facts

December 2008

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## **Helpful Numbers:**

### Customer Service:

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

### Emergency Services:

(210) 922-2141

### BexarMet Website:

[www.bexarmet.org](http://www.bexarmet.org)

### Report Water Waste:

[waterwasters@bexarmet.org](mailto:waterwasters@bexarmet.org)

## Need a Speaker?

BexarMet offers educational presentations on efficient water use, rebate programs and other water-related topics for your school or neighborhood association. Contact the BexarMet Water Efficiency Department at (210) 357-5705.

## DECEMBER Holidays

BexarMet offices will be closed for normal business during the following days in December:

- December 25 & 26  
Christmas Holidays

## Board Election Results Finalized

Board election results were canvassed and finalized at a special November 17, 2008 BexarMet Board meeting. The declared winners were sworn in at the meeting and are as follows: Guadalupe Lopez (District 1), John Shackelford (District 4), Vanessa Ybarra (District 5), and Lesley Wenger (District 6).

The new Board elected it's officers at the meeting. They are:

President: Guadalupe Lopez (District 1)  
Vice President: Debra Eaton (District 7)  
Secretary: Blanche Atkinson (District 3)  
Treasurer: John Shackelford (District 4)

Congratulations to the newly-elected Board members and thank you to the outgoing Board members for their service to the District and its ratepayers.

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## Winter Averaging Continues

The winter averaging period is how your wastewater provider calculates next year's wastewater charges for your location.

Your wastewater charge is calculated using a three-month average consumption of water bills between November 15 and March 15, with the new wastewater charge being applied on or after April 1, 2009. This charge for residential customers remains the same until the next winter averaging period begins on November 15, 2009.

Here are a few tips to keep your wastewater charges as low as possible:

- Repair all leaks at your home promptly and be sure your toilets are functioning properly.
- Allow your lawn to be dormant and water once or twice per month during the winter if rainfall does not occur.
- Use a broom and bucket to clean sidewalks and driveways and wash your car at a commercial facility.

# Turn Off Policy Suspended for Christmas and New Year's Season!

In order to assure that customers have water service for the Christmas and New Year's holiday period, BexarMet and SAWS are suspending water turn offs between December 22, 2008 and January 2, 2009 due to non-payment of your water bill or wastewater service.

For more information on your account status, contact BexarMet customer service at (210) 922-1221 or log on to our secure website and view your bill at <https://secure.bexarmet.org>. If you have not visited our secure pay site yet, please log on and register today. There is no charge to register and pay your bill online. You may choose to pay with a credit/debit card or by check.

Customers may also sign up for paperless billing through our eBill program or go a step further and sign up for ePay, a program to pay your bill automatically from your bank or other designated account. A valid email address is required to participate in eBill or ePay.

For more information on our ePay or eBill programs, call (210) 922-1221 and speak with one of our friendly customer service representatives.

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## Access to Meters Aids Meter Readers

The key to an accurate water bill is an accurate meter reading. In order to accomplish this, a meter reader must have unrestricted access to the BexarMet water meter at your location. Here are some tips to ensure that your meter gets read consistently each month:

- Do not park vehicles over your meter.
- Do not place brush piles, debris or trash over your meter.
- Do not plant flowers or shrubs around your meter. If a repair is required for the meter area, BexarMet is not responsible for damages to plants.
- Do not fence your meter. If a meter reader has to enter a gate to read your meter, he is vulnerable to your pets and other unforeseen hazards.
- Keep dangerous pets tied, penned up or in the house when meter reading time comes.

If the glass portion of your register is broken and impairing the opportunity for an accurate reading, please contact customer service so we can get it replaced.

For information on reading your own meter, go to [www.bexarmet.org/meter](http://www.bexarmet.org/meter).

Include making your meter accessible as one of your 2009 resolutions. Your meter reader will appreciate it.