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Helpful Numbers:

Main Number:
(210) 354-6500

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

Emergency Services:
(210) 922-2141

BexarMet Website:
www.bexarmet.org

Report Water Waste:
www.bexarmet.org/waterwaste

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.

Board Meeting

Monday, April 27, 2009*
Time: 4pm Exec, 6pm Open

*Subject to change. Please check BexarMet website or call (210) 354-6503 for more information on Board Meetings.

Important Billing Dates

It is very important to understand the milestones along the billing timeline to ensure your water service is not interrupted due to non-payment. Take a look at the table below to familiarize yourself with BexarMet’s billing timeline.

This timeline is also available at www.bexarmet.org/customersvc.

<u>Process</u>	<u>Billing Day</u>
Send bill	1
Bill Amount Due	16
Bill Amount + Late Fee Due	17
New month’s bill including Past Due Amount mailed to customer.	31
Yellow final notice with service termination date mailed to customer.	52
Automated phone call reminder.	58
Customer’s service turned off for non-payment. Water turn-on fee: \$25.	63
Customer’s meter is locked or pulled if payment is not made.	68

If you have questions regarding these important billing dates, please contact our Customer Call Center at (210) 922-1221 from 8am to 7pm weekdays or visit our 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.

It Is Not Too Early to Prepare for Summer Water Conservation

With drought comes the reaction to over water your landscape. Remember that your grass is just now beginning to rouse from its winter dormancy and begin growing. It does not need summertime irrigation amounts as of yet. Watering every-other week will provide ample moisture this time of year.

Landscape and turf areas in full sun will be drier and sustain soil moisture for shorter periods of time than those with partial sun or shade. Be sure to use plenty of mulch in landscape areas where there is full sun and shallow soils (less than six inches deep). Mulch greatly reduces moisture loss from soil, helps prevent the germination of weed seeds and provides a pleasant, clean appearance. Mulch is arguably the most important landscape element in areas where there is full sun and shallow soil. Adding a layer of compost or high quality topsoil to your lawn in these areas is a nice compliment to mulch in the landscape beds. It helps to reduce moisture loss and will gradually increase the depth of your soil over time.

Something else to consider is the type of grass in your lawn. St. Augustine grass is a beautiful, wide-bladed grass that is a favorite among homeowners in San Antonio. Unfortunately, St. Augustine grass requires double the water needed each week to retain its appearance when compared to more drought-tolerant grasses such as Bermuda or Zoysia. Although St. Augustine grass generally survives a south Texas summer, it will not be perfectly green on a once per week watering schedule in full sun. In fact, all grasses lose some of their color during the summer in Texas...that's normal. They will regain their green color as rainfall increases and cooler temperatures return in the fall.

A landscape that survives the south Texas summer is your ultimate and realistic goal.

If you insist on having a large amount of grass at your home, strongly consider converting away from St. Augustine and toward Bermuda or Zoysia grass as a way to significantly reduce outdoor water use and have a drought tolerant landscape that's adapted to south Texas.

It cannot be emphasized enough that automatic sprinkler systems must operate as efficiently as possible to reduce water waste and overflows down the street. Most irrigation systems are set once and left alone. They are programmed to run in the early morning hours several times per week and usually for much longer than necessary. If set improperly, an automatic sprinkler system applies two to four times more water than is actually needed by your lawn. The result is an over watered, weedy lawn that requires excessive mowing, fertilizer aherbicide and pesticide.

Sprinkler zones for grass should operate for no longer than 15 to 20 minutes per zone per week and landscape bed zones should operate no longer than seven to ten minutes per zone per week. If your irrigated area slopes toward the street, make sure that your system operates just long enough so that water does not run off of the property. If a sprinkler zone cannot operate for a complete cycle without runoff into the street, set it to run twice for half as long with a 30 minute soak period between cycles to make sure the zone gets a total of 15 to 20 minutes of irrigation per week. BexarMet customers can request an irrigation system checkup by contacting the Water Efficiency Department at (210) 357-5705.

For deep soil (more than six inches deep), consider setting your sprinkler system to operate once per week based on the last digit of your address as a normal, year-round schedule. There is enough rainfall in the spring, fall and winter to supplement a once per week schedule, leaving summer irrigation to provide what the lawn needs to stay alive. For shallow soil, water a maximum of twice per week for the total number of minutes required in order to maintain a moist root zone.

If you take a summer vacation, be sure to set the irrigation system to water once per week on the designated day set by the last digit of your address. This will assure compliance with local drought restriction schedules (should any be activated) and will decrease the chances of a problem later on. Also consider asking a neighbor to watch your sprinkler system in case of problems such as overflow, leaks, broken sprinkler heads or operation during rainfall or non-sprinkler hours.

The most important uses for water occur indoors and for fire protection. In order to delay the onset of water restrictions on outdoor water use, be sure to use your water efficiently and wisely.

Summer is just around the corner! For additional information please do not hesitate to contact the BexarMet Water Efficiency Department at (210) 357-5705 or visit the BexarMet website at **www.bexarmet.org/watereff**.