



Aqua Facts

February 2009

In This Issue...

- ♣ **Where and How to Pay Your Water Bill**
- ♣ **Winter Averaging**
- ♣ **Modify Winter Watering**
- ♣ **Easements**

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.

FEBRUARY Holiday

BexarMet offices will be closed during normal business hours on President's Day, February 16, 2009.

Board Meeting

Monday, February 23, 2009
Time 4pm Exec, 6pm Open

*Subject to change. Please check BexarMet website for updates or call 210-354-6503.

BexarMet Offers Many Methods and Locations for Paying Bill

BexarMet customers across the service area have a variety of options and methods for paying their water bills. The pay options are also featured at www.bexarmet.org/paylocations on the BexarMet website.

•Customer Service Center at Southcross

Address: 2706 W. Southcross Blvd., 78225

Hours of Operation are 7:00am to 5:00pm Monday through Friday

Two drive-thru lanes and expanded lobby service available.

You can pay your bill at this location by cash, check or credit/debit card.

•La Fiesta Supermarkets

La Fiesta Supermarket #14 at 448 Castroville Rd. , 78207

La Fiesta Supermarket #15 at 3414 Nogalitos, 78211

(Payments Accepted Until 9:00p.m.)

•HEB Supermarkets

All Northside-area HEB Supermarkets

All Northwest area- HEB Supermarkets

All Southside-area HEB Supermarkets

Bulverde Area Paying Location

HEB # 484 - 20475 Hwy 46 W., Spring Branch, TX 78070

• Western Union

Pay your bill through **any** Western Union agent in Texas.

• Lone Star Capital Bank

Pay at the Stone Oak location: 150 N. Loop 1604 East, 78232

•Pay by Check Over the Phone or via BexarMet Online!

You can now pay your water bill by check via the telephone during the hours of 8:00 a.m. thru 7:00 p.m. Monday through Friday.

Call 210.922.1221; we will be pleased to assist you!

You may also visit our secure website at <https://secure.bexarmet.org> to pay by check or credit/debit card.

•Send Your Payment by Mail!

Mail your payment to BexarMet at the following address:

Bexar Metropolitan Water District

P.O. Box 245994

San Antonio, TX 78224-5994

If you have a valid email address, BexarMet also offers two electronic billing options:

- **eBill Program:** customer receives an email notification that the water bill is ready for payment. Customer chooses to pay by any of the means listed above.
- **ePay Program:** customer receives an email notification that the water bill has been issued. The customer's selected billing account will be debited 7 days later to pay the water bill automatically.

Winter Averaging Period Almost Over...

The winter averaging period is how wastewater providers calculate next year's wastewater charges for residential locations.

The residential 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 for one year.

Here are a few tips to lower your wastewater charges:

- Repair all leaks at your home promptly and be sure toilets are functioning properly.
- Turn your automatic sprinkler system to "MANUAL" or "OFF." Allow your lawn to be dormant and water once per month or less during the winter.
- Use a broom and bucket to clean sidewalks and driveways and wash your car at a commercial facility.
- If possible, avoid filling or replenishing your pool during this time.

Remember, the winter averaging period ends March 15, 2009.

Modify Water Use Habits Now for Summer

BexarMet needs your help and cooperation to help delay the onset of mandatory water restrictions across the area. Here are a few tips you can use to help:

- During the winter months, turn your automatic sprinkler system to "MANUAL" or "OFF."
- Water your dormant lawn once every three weeks to keep roots moist.
- Water specific areas by hand, with a soaker hose or with a bucket instead of using automatic sprinklers.
- Schedule a free irrigation system checkup through BexarMet Customer Service at 922-1221 or the Water Efficiency Office at 357-5705. A properly adjusted irrigation system can reduce water waste and maintain a healthy landscape. What does the checkup involve?
 - Record all settings for the controller.
 - Test system 2 minutes per zone to look for leaks, proper alignment or broken heads.
 - Calculate estimated system consumption per cycle based on current settings.
 - Calculations can be used to estimate monthly use based on your choice of settings.

Easements: What are they and how do they affect you?

Many home or business owners have a utility easement along one or more sides of their property, but what is an easement, exactly? Who owns an easement? What are the rights and responsibilities of property owners and utility companies with respect to easements?

An easement may be defined as a dedication by a property owner to the use of land by the public, a corporation, or persons for specific purposes such as the construction and maintenance of utilities, drainage ways and roadways. Utility easements are a portion of land that belongs to the property owner, but are an area where the District or other utility providers have the right to access utility lines in order to make repairs, upgrades, or other improvements.

A water utility easement usually contains water mains, water meters, valves and other water distribution and related facilities. If a utility has to dig or work in a public utility easement in order to repair or access a utility line, the utility is only required to backfill and level the area to natural grade. The utility isn't required to replace structures, concrete or asphalt, trees, shrubs, or flowers that are in an easement, although reasonable efforts are made to reduce the impact of utility work.

For this reason, it is best to know where the easements on your property are located, and either not place fences, trees, shrubs, expensive landscaping, carports, brick mailboxes, or a prized rose bush in those areas, or know that utility access may require their removal.