



Aqua Facts

January 2009

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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.

JANUARY Holidays

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

- 1 – New Years
- 19 – Martin Luther King Day

Board Meeting

Monday, January 26, 2009
Time 5:00pm

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

It's Winter...Don't Water!

Pumping continues to run above normal averages for this time of year and the main culprit continues to be outdoor water use. Many BexarMet customers are still watering on a summer schedule several times per week and using sprinklers during non-sprinkler hours.

Here are some winter turfgrass facts to consider:

- Once soil temperatures drop below 70F, grass stops growing and goes into dormancy until the soil warms.
- Dormant grass is brown, but not dead.
- Freezes will cause grass blades to turn brown, but not kill the roots.
- The roots continue to grow slowly in winter and require a little moisture each month.

Combine the lack of soaking rains with current pumping trends and the start of agricultural irrigation season later this month and the result will almost certainly be a drop in the Edwards Aquifer level reaching dangerously close to the mandatory restriction trigger level of 650 feet. In addition, reduced flow rates at Comal or San Marcos Springs may also trigger Stage 1 restrictions this month. Monitor the BexarMet website for the latest information on restrictions.

Help the region delay the onset of possible mandatory water restrictions by only watering your lawn once per month or less. Winter lawns do not need water because they are not actively growing.

If you witness on going water waste, please call (210) 357-5705 or report it through the BexarMet website at www.bexarmet.org/waterwaste.

Winter Averaging Period Continues...

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.
- 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.
- Avoid filling or replenishing your pool during this time, if possible.

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

BexarMet Offers Affordability Programs

The current state of the economy has left us all looking for ways to save money, and for seniors, this is even more important. BexarMet offers two programs for seniors to assist with their water bills:

- 1) Senior and/or disabled customers who meet the income level guidelines established at or below the 125% Federal Poverty Guideline are eligible for the BexarMet Senior and/or Disabled Customer Discount Program that provides utility assistance of \$2.00 a month.
- 2) The Penalty Exemption Program offers residential customers aged sixty (60) years and older and/or residential customers who are disabled, an exemption of the late payment penalty for water service charges.

To enroll in either or both of these programs, the customer must complete an application and provide documentation of age and disability status. Acceptable documents are listed on the application. Once your application is received, it will be reviewed and you will receive a phone call from our Customer Service Department to notify you of the outcome of your application.

To receive an application for either or both of these programs, call 210-354-6500 or download the applications from the BexarMet website at

www.bexarmet.org/affordability.