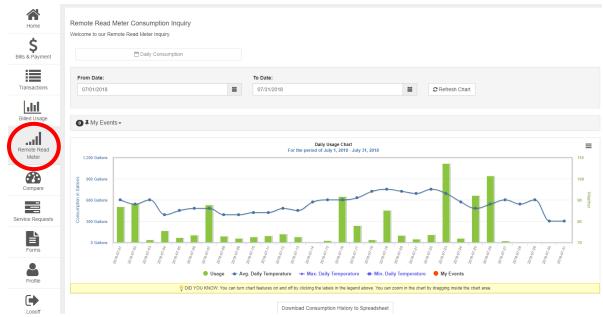
The **Arlington Water Utilities** online account access page has a new look. Our updated website will help you **KNOW YOUR H2O** and control your water usage and bills.

		You are curre	ntty viewing account 10					HOME RESIDENTS RUBRESS MISTORS	
	Â	Account De					My Recent Usage		
Know Your	Home \$	Address: Name: Balance:	JOHN DOE \$55.19	R, ARLINGTON , T	X 76D10		Wister Secon You used the same amount of water compare	d fa usur medicus bill	
	Bille & Payment	Pending Cha Pay Plan:	rge: (\$55.19) Direct Paym	nont Plan			Usage on your current bill dated Aug 4, 2018		6 Thou, Gal
	Transactions	My Current	Bill				Usage on your previous bill dated Jul 7, 2018	8 Hose Cal	6 Thou, Gal
	Lini Difed Usage Remote Read Meter		anco: \$55.19 duo Jan e enrolled in our Pre-autho required as we will auto	orized Payment omatically withdr	aw payment.	is not		9 Tites, Ge Check out our water conservation tips to holo you save!	
MONITOR YOUR WATER	æ	Service	Current Charges	Past Dae	Penalty	Balance	View History		>
USE ONLINE	Compare	WATER	50.00			\$25.50	Saw how you compared in previous billing periods		
		SEWER GARDAGE	50.00 \$0.00			\$9.50 \$13.94	My Recent Account Activity		View All
	Service Requests	CRAINAGE	50.00			\$5.25	Date	Description	Amount
			\$0.00	\$55.19	\$0.00	\$55.19	Aug 29, 2018	ACH	\$55.19
	E						Aug 13: 2018	Kosk Cash	\$3.50
							Aug 12, 2010	IC Web CC	\$3.00
	Profile						Jul 27, 2018	ACH	\$61.69
	Prone						And the local second		10.00 Miles

Visit <u>www.arlingtontx.gov/wateronline</u> to log in to your existing online account or register for online access. As always, you'll be able to pay or view your bill online. Other new or improved features include:

 A dashboard that gives residents with a remote read or AMI meter access to daily water meter readings. Click on the "Remote Read Meter" tab on the left side of the page to see water usage information. If you do not have an AMI meter, a message will appear informing you that interval data is unavailable. The new Remote Read Meter tab also allows you to turn on a trend line showing daily temperatures by clicking "Avg. Daily Temperature" below the interval reading chart.



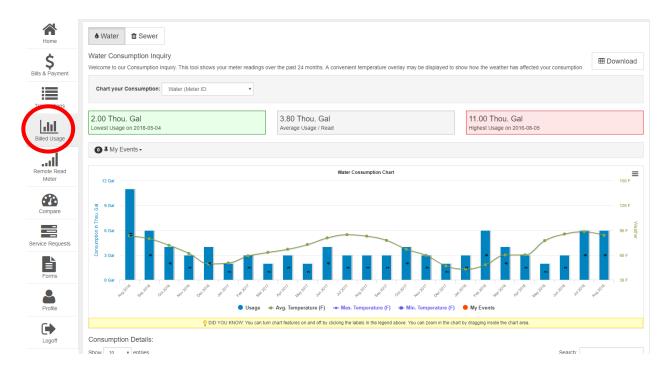
	🔁 View Bill	Jan 12, 2018	\$53.32	Jan 26, 2018	Current Balance: \$55.19 due Jan 27, 2018
\$	🔁 View Bill	Jan 12, 2018	\$56.11	Jan 26, 2018	You are enrolled in our Pre-authorized Payment plan. Paymel is not required as we will automatically withdraw payment.
ills & Payment	🔁 View Bill	Jan 12, 2018	\$53.32	Jan 26, 2018	is recrequired as we will adornationally multicult payment.
Fransactions	New Bill	Jan 12, 2018	\$53.32	Jan 26, 2018	🕑 Pay My Bill
ht	To View Bill	Jan 10, 2018	\$47.30	Jan 24, 2018	\$3.00 Credit Card Fee \$0 cCheck Fee
Billed Usage	View Bill	Jan 10, 2018	\$61.69	Jan 24, 2018	C Auto Pay
al	Tew Bill	Jan 9, 2018	\$61.69	Jan 26, 2018	S3.00 Credit Card Fee
emote Read	🔁 View Bill	Jan 13, 2017	\$44.07	Jan 27, 2017	\$0 eCheck Fee
	🔁 View Bill	Jan 13, 2017	\$104.60	Jan 27, 2017	Paperless Bills
Compare	🔁 View Bill	Jan 13, 2017	\$57.74	Jan 27, 2017	Receive a \$5.00 one-time credit on your next bill when you choose paperless bill delivery option!
	Niew Bill	Jan 13, 2017	\$57.74	Jan 27, 2017	You will be taken to our on-line payment website where you ca pay your utilities bill. Once you have completed the transactio
vice Requests	Tew Bill	Jan 12, 2017	\$44.07	Jan 27, 2017	you will be returned to this website.
	New Bill	Jan 12, 2017	\$57.74	Jan 26, 2017	•

• A "Bills and Payment" tab where you can download PDF copies of current and past bills.

• A "Transactions" tab where you can view past payments by date and method of payment.

Home	Your Transaction Details: Show 10 • entries		Search:
\$	Date	Description	Amount
	Aug 29, 2018	ACH	\$55.19
	Aug 13, 2018	Kiosk Cash	\$3.50
ansactions	Aug 12, 2018	IC Web CC	\$3.00
111	Jul 27, 2018	ACH	\$61.6
lled Usage	Jun 27, 2018	ACH	\$53.32
al	May 25, 2018	ACH	\$47.30
note Read	Apr 27, 2018	ACH	\$53.32
Meter	Mar 29, 2018	ACH	\$56.1
	Feb 28, 2018	ACH	\$61.65
Compare	Jan 26, 2018	ACH	\$53.33
-	Showing 1 to 10 of 26 entries		First Previous 1 2 3 Next Last
ce Requests		Download	
Forms	If your spr	Downloads are provided in CSV format for spreadsheet imports. eadsheet software does not open automatically when you click the downloaded file, save it	and open it manually.
Profile			

• A "Billed Usage" tab that allows you to compare monthly readings for up to two years and compare billed water or sanitary sewer totals to monthly temperatures.



• A "Compare" tag that allows you compare billed water usage month to month or year to year.



• A "Service Requests" tab that allows you to track requests for service, such as reported outages or changes to your contact information.

\$	Here is a list of your service real Show 10 • entries	quests for the past year.			Search:		
lls & Payment	Request Date	Request Number	Request Type		Status		
	Oct 9, 2018	3 2018 227116	WEB CHANGE DONATION	Completed on October 09, 2018			
Fransactions	Oct 5, 2018	3 2018 227076	WEB CHANGE MAIL ADDR	Completed on October 05, 2018			
htt	Oct 5, 2018	3 2018 227077	WEB ADD DONATION	Completed on October 05, 2018			
illed Usage	Sep 25, 2018	3 2018 227038	WEB CONTACT INFO CHANGE	Completed on September 25, 201	8		
.l	Sep 25, 2018	3 2018 227043	WEB CONTACT INFO CHANGE	Completed on September 25, 201	8		
emote Read	Jun 6, 2017	3 2017 151856	WEB REPORT OUTAGE	Completed on June 06, 2017			
Meter	Oct 5, 2018	SR 194895	Disconnect Service	Pending			
	Showing 1 to 7 of 7 entries				First Previous	1 Next	La
Compare)	If your spreadsheet	Download Downloads are provided in .CSV format for spreadsheet imports. software does not open automatically when you click the downloaded file, sav	e it and open it manually.			

• A "Forms" tab that lists all the forms that customers might need in one easy-to-access spot (including donation enrollment forms and forms for transferring or disconnecting service).

Home	Integrated Apollo Smart Forms
Ċ	Single sign-on connectivity passes account information from the portal to the form.
Payment	Disconnect of Service
Transactions	
	Update Mailing Address
Billed Usage	♥ Donation Enrollment
	■ Manage Bank Draft
Remote Read	O Request Meter Reading
Meter	Questions and Comments
Compare	Report an Outage
Service Requests	
Forms	
Profile	
Logoff	

• A "Profile" tab that allows you to make changes to your account and assign guest users who can view water usage and billing information.

nent	My Account Profile					
nt	* Required Information					
	User Name:					Actio
	First Name:			Last Nar	ne:	
	*Security Question:	Select One - W	hat is your favorite color?			
	*Security Answer:	red				
	"Email Address:			*Confirm Em	ail:	
	Telephone:			E	Ext:	
	Mobile Phone:					
	🕢 Email Consent:	Yes, send me E-Ma	ils No thanks			
	Current Password:					
	Change Password:		Wew Password:	8 to 20 characters		
			Confirm New Password:			

- Also, in the "Profile" tab is the "My Notifications" settings. This is where you can adjust High Usage and High Bill alerts. (See below)
 - <u>High Usage Alerts:</u> This is where you can set a gallon amount to aim for, if the meters project that the set limit will be surpassed, it will send an email to alert you. These emails will continue at noon each day until the usage level is under the set maximum, the billing cycle ends or until you change the usage amount. The emails can be turned off at any time by visiting www.arlingtontx.gov/wateronline.
 - <u>High Billing Alerts:</u> Here, you can set a billing amount you wanted to be notified of. If the set limit is projected to be surpassed, you will receive an email. This amount will be set for all utilities on the account, i.e. water, sewer, drainage, etc. These notifications are also set to go out at noon each day.

Both notifications are available to all customers, not only residential customers. The only exception is the account must be set up for a remote-read meter.

Communication Prefere	nce	Notification Su	Ibscription
The setting below indicates activities.	how you would receive notifications from us about your account status and	The setting belo	w indicates how you would be notified.
Account Number	Ţ	High Usage	Email : Yes
Email	¥		Projected monthly usage cap (1K GAL) : 2
Phone #	۲	High Bill	Email : Yes
Text #	T		Projected monthly total bill amount (\$): 25.00

For more information about Arlington Water Utilities, visit <u>www.arlingtontx.gov/water</u>. For billing or service inquiries, call 817-275-5931.