

## Know When to Water Your Landscape

Knowing when and how best to water your landscape will help lower your water bill and extend our water supplies for the future.

- Be aware of current drought watering restrictions for sprinklers at [www.SaveArlingtonWater.com](http://www.SaveArlingtonWater.com).
- Hand-watering, drip irrigation and soaker hoses are allowed any day and time.
- Operating a malfunctioning sprinkler system is a violation of the City of Arlington Code of Ordinances. Conduct regular inspections of the sprinkler system to ensure there are no broken sprinkler heads or excessive runoff down the street.
- Install a rain and freeze sensor to shut down scheduled irrigation events during rain or freezing temperatures.
- Change your watering schedule with the seasons and adjust with any rainfall. Example: Water once per month from November – February; Once every 7-14 days from March-May and October; Twice per week from June-September.

### Important Information:

- A 5% past due fee is added to water and sewer bills when the bill is not paid by the due date. The 5% is calculated on the current month's water and sewer charges.
- All commercial and apartment irrigation systems must be equipped with rain and freeze sensors. All residential irrigation sprinkler systems installed on or after January 1, 2007, must be equipped with rain and freeze sensors. It is a good idea for all homes with irrigation systems to install rain and freeze sensors.

For a complete list of fees and payment options, or if you have any questions or concerns, please contact us:

**Web:** [www.arlington-tx.gov/water](http://www.arlington-tx.gov/water)

**Email:** [water@ArlingtonTX.gov](mailto:water@ArlingtonTX.gov)

**Phone:** 817-275-5931

For after hours water or sewer emergencies, call 817-459-5900.

*Si necesita usted hablar con un representante en Español, por favor llame al 817-275-5931.*

## Effective January 1, 2015



# UTILITIES RATES UPDATE

This year's rate increases for water and wastewater services are set to go into effect on January 1, 2015. The typical residential customer's monthly water and wastewater bill will increase by \$2.84 per month.

### Why is a rate increase necessary?

The primary drivers for this year's water and wastewater increases are from raw water purchase and wastewater treatment costs. Tarrant Regional Water District, raw water supplier for Arlington, Fort Worth and Mansfield, is constructing a major water supply project to bring additional water into Tarrant County for future needs. The wastewater increase is associated with the Trinity River Authority's facilities and pipeline rehabilitation projects. These are impacting the entire region, and will result in additional rate increases over the next several years. Arlington Water Utilities will continue to work diligently to reduce controllable costs and gain efficiencies in an effort to mitigate customer rate impacts.

**E-bill and E-pay:** Review and pay your bill online. Visit our website: <https://waterbilling.ArlingtonTX.gov>



Scan this QR code with your smart phone to go directly to this website.

# Information on water rates effective January 1, 2015, is available in Tables 1-6 below. Table 7 is an example bill calculation.

## WATER CONSERVATION RATES: Use Water Wisely!

**TABLE 1** Water rates per 1,000 gallons for all residential, duplex, residential builder and individual mobile home account classifications.

### Residential Block Structure

Usage (1,000 gal)	Rate
0 - 2	\$1.78
3 - 10	\$2.46
11 - 15	\$3.55
16 - 29	\$4.22
≥ 30	\$5.24

**TABLE 2** Water rates for all commercial, apartment, institutional and high volume meter account classifications.

### Commercial Block Structure

Usage (1,000 gal)	Rate
0 - 15	\$2.40
≥ 16	\$2.67

**TABLE 3** The per 1,000 gallon charge for all meters used for sprinkler accounts, regardless of account classification.

### Irrigation Block Structure

Usage (1,000 gal)	Rate
0 - 29	\$4.22
≥ 30	\$5.24

**TABLE 4** Water rates for all construction meter account classifications.

### Construction Block Structure

Usage (1,000 gal)	Rate
0 - 99	\$5.52
≥ 100	\$6.96

## SEWER RATES

**TABLE 5**

### All Classifications Block Structure

Usage (1,000 gal)	Rate
All Usage	\$3.70

## FY 2015 FIXED MONTHLY FEES **TABLE 6**

Meter Size	Water	Sewer
3/4" (≤ 2,000 gal) Residential only	\$5.60	\$4.90
3/4" (>2,000 gal) Residential and all other customer classes	\$9.00	\$8.90
1"	\$15.00	\$15.50
1-1/2"	\$34.30	\$35.30
2"	\$60.00	\$58.20
3"	\$141.00	\$119.00
4"	\$225.00	\$194.00
6"	\$524.00	\$477.00
8"	\$820.00	\$694.00
10"	\$1,232.00	\$1,029.00

## EXAMPLE

**TABLE 7**

The following **example** billing calculation is for a residential customer with a 3/4" meter using 10,000 gallons of water on a domestic meter (*servicing the inside of the home*) and 6,000 gallons of sewer. This is an increase of \$2.84 or 4.69% per month:

<b>W</b> <b>C</b> <b>H</b> <b>A</b> <b>T</b> <b>E</b> <b>R</b> <b>G</b> <b>E</b>	Fixed fee	\$ 9.00
	First 2,000 gallons (2 x \$1.78)	\$ 3.56
	Next 8,000 gallons (8 x \$2.46)	<u>\$19.68</u>
TOTAL water		\$32.24
<b>S</b> <b>C</b> <b>H</b> <b>E</b> <b>R</b> <b>G</b> <b>E</b>	Fixed fee	\$ 8.90
	6,000 gallons (6 x \$3.70)	<u>\$22.20</u>
	TOTAL sewer	\$31.10
<b>TOTAL Water and Sewer Charge</b>		\$63.34

For any classification of customer with a sprinkler system tied into their domestic account (i.e., the meter is not being used as a sprinkler meter exclusively), the billings will be calculated using the residential or commercial block rates and not the irrigation block rates.

**Save Water,  
NOTHING can replace it.**

[www.savearlingtonwater.com](http://www.savearlingtonwater.com)

**YOUR VOTE**   
★ ★ ★ ★ **Counts**

# **Election Day is May 9, 2015**

Visit [TarrantCounty.com](http://TarrantCounty.com)  
for early voting  
and election day locations.

For more information about the Special  
Election on Red Light Cameras:  
[Arlingtontx.gov/citysecretary/elections/  
may-9-2015-election/red-light-camera-faq/](http://Arlingtontx.gov/citysecretary/elections/may-9-2015-election/red-light-camera-faq/)



\* Voters are now required to present an approved form  
of photo identification in order to vote in all Texas Elections.

# YOUR **VOTE** ★ ★ ★ ★ Counts

**El día de las  
elecciones es el  
9 de mayo de 2015**

Visite [TarrantCounty.com](http://TarrantCounty.com)  
para ubicaciones de votaciones  
tempranas y el día de las elecciones.

Para obtener más información acerca  
de la elección especial sobre  
las cámaras de luz roja:

[Arlingtontx.gov/citysecretary/elections/  
may-9-2015-election/red-light-camera-faq/](http://Arlingtontx.gov/citysecretary/elections/may-9-2015-election/red-light-camera-faq/)



\* Los votantes ahora están obligados a presentar una forma aprobada de identificación con fotografía para votar en todas las elecciones de Texas.



## Save Money Save Water

**Sponsored By:** The Home Depot; Ron's Organics; Shades of Green; Weston Gardens; the Cities of Allen, Arlington, Burleson, Carrollton, Dallas, Denton, Flower Mound, Fort Worth, Frisco, Garland, Grand Prairie, Irving, Keller, Lewisville, Mansfield, Mesquite, Plano, Richardson, Southlake, and Weatherford; and Prairielands Groundwater Conservation District.

*Plant selection and attractions may vary by location. Plants available while supplies last.*

# Water Conserving Plant Sale

Member cities of the Texas SmartScape™ program and participating retailers have partnered to offer you great savings on select varieties of low-water-use plants that thrive in the Texas heat. Come to one of our plant fairs and get a great deal on select native and adapted plants! You'll also have the opportunity to talk with a master gardener, plant expert, or irrigation specialist and get ideas and tips for landscaping in North Texas. We'll have fun events for kids too! Email [info@txsmartscape.com](mailto:info@txsmartscape.com) for questions about each event.

Visit [www.txsmartscape.com](http://www.txsmartscape.com) for more information. All events take place 8 a.m.-12 p.m.



### ARLINGTON EVENT:

**May 16, 8 a.m. - 12 p.m.**

Home Depot, 201 Road To Six Flags, Arlington

Full list of plant sales and locations:

[www.txsmartscape.com](http://www.txsmartscape.com)

# Free High-Efficiency Showerhead Exchange

**National Drinking Water Week** is a time to appreciate the value high-quality tap water provides for our community. To celebrate, bring in your old showerheads May 4 - 8 and exchange them for free 2.0 gallons per minute Earth® Massage showerheads. This is a \$20 value and 20% savings in water and energy related to showering!



**Who:** Arlington residents  
**How:** You must bring in your old showerhead(s) to receive a new one. Limit two per household.  
**When:** Monday, May 4 - Friday, May 8  
**Where:** Water Customer Services Offices, 8 a.m.-5 p.m.  
North: 101 W. Abram St  
South: 1100 SW Green Oaks Blvd

## Stage 1 Drought Restrictions Still in Effect

### Watering Schedule

#### Residential - Addresses Ending with:

- Even Number (0, 2, 4, 6, or 8)  
Wednesday | Saturday
- Odd Number (1, 3, 5, 7, or 9)  
Thursday | Sunday

#### Commercial: (Apartments, businesses, medians and common areas, parks, etc.)

Tuesday | Friday

[www.SaveArlingtonWater.com](http://www.SaveArlingtonWater.com)



# YOUR OLD COMPUTER CAN BECOME SOMEONE'S NEW BLING!



## Don't Trash It! Recycle It!

Use manufacturer take-back programs to recycle your TVs and computers safely.

**WHAT is Electronic Recycling?** E-Recycling is the responsible recycling of electronics, like old computers, monitors and TVs.

**WHY Recycle Electronics?** Electronics contain valuable resources that need to be recycled.

**WHERE are Electronic Recycling Drop-Off Locations?** Through manufacturer partnerships, convenient electronics recycling is available at locations that include Goodwill Industries, Staples, Best Buy and local government facilities.

Learn more and find a take-back location at [timetorecycle.com/e-recycling](http://timetorecycle.com/e-recycling)



Funded by TCEQ.  
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cooperation with the North Central Texas Council  
of Governments through funding from the Texas  
Commission on Environmental Quality.





# EL TELEVISOR VIEJO PODRÍA CONVERTIRSE EN NUEVO RELOJ DE ALGUIEN .

## No lo tires! Recíclalo!

Utilice programas de devolución del fabricante para reciclar su Televisores y computadoras de forma segura.

### ¿QUÉ es Reciclaje Electrónico?

E-Recycling es el reciclaje responsable de productos electrónicos, como las computadoras viejas, monitores y televisores.

### ¿POR QUÉ reciclar Electrónicos?

Electrónica contienen toxinas que no tienen cabida en el relleno sanitario y tienen recursos valiosos que deben ser reciclados.

### ¿DÓNDE hay lugares que Reciclan los aparatos Electrónicos?

A través de asociaciones con el fabricante, el reciclaje conveniente está disponible en lugares que incluyen Goodwill Industries, Staples, Best Buy y las instalaciones del gobierno local.

**Obtenga más información y encontrar una ubicación de recuperación en el [timetorecycle.com/e-recycling](http://timetorecycle.com/e-recycling)**

Financiado por la TCEQ.



# PROTECT OUR STORM DRAIN SYSTEM AND OUR WATERWAYS

Illegally dumped trash and debris can get swept or washed into the streets, storm drains or waterways, which can cause the following problems:



**HAZARDS AND RISKS:** Debris such as tree limbs, branches, large appliances and construction materials illegally dumped into streams, creeks, rivers and adjacent areas can create blockages in our storm drain system. This can increase the risk of flooding and can create stagnant water areas which are breeding grounds for mosquitos. These areas also attract rodents and other pests that can make these areas unsafe for human use.

**ENVIRONMENTAL DAMAGE:** Illegally dumped material can damage vegetation which increases stream bank erosion causing sedimentation in our creeks. Hazardous materials can contaminate the soil, groundwater and surface water. These sites can impact the local wildlife and plants thus damaging our local ecosystems and natural resources.

**DECREASING PROPERTY AND COMMUNITY VALUE:** Illegal dump sites serve as a magnet for additional dumping and other criminal activities. These areas become unattractive to the local community and can decrease commercial and residential property values.

**RISING COSTS:** Illegally dumped waste in our storm drainage system and waterways significantly adds infrastructure maintenance costs to the City of Arlington and contaminated water resources increase costs for the treatment of our drinking water.

# Report Illegal Dumping

The City's Stormwater Pollution Ordinance Article 3.01c prohibits dumping trash, rubbish, yard waste or other floatable material into the Municipal Separate Storm Sewer System (MS4) or the storm drainage system. Go to [www.arlingtontx.gov/citysecretary/code-ordinances](http://www.arlingtontx.gov/citysecretary/code-ordinances) for more information.

The Community's help is essential to catching and deterring illegal dumping. If you observe someone illegally dumping into the storm drain system, creek, stream or call the City of Arlington's Action Center at 817-459-6777 or file an online report at [www.arlingtontx.gov/contact](http://www.arlingtontx.gov/contact).

Provide the following information:

- Date, Time and location of incident
- Description of vehicle and license plate number
- Description of person(s) dumping
- What items/materials were being dumped

Some of the most common materials illegally dumped into our storm drains and waterways are:

- Construction and Demolition debris (drywall, shingles, lumber, bricks, concrete, siding)
- Large appliances, Abandoned vehicles, Automobile parts and tires; old, used, or soiled furniture
- Leaves and Grass clippings, Tree limbs and branches
- Household garbage, Medical waste, Household Hazardous waste products such as cleaners, paints, cooking oil, motor oil, and other automotive fluids

Visit [www.arlingtontx.gov/recycle](http://www.arlingtontx.gov/recycle) for more information on proper disposal of the above items.





# PREVENT STORMWATER POLLUTION!

**Fertilizers** contain large amounts of nutrients like nitrogen and phosphorous which can wash into ponds, lakes and streams leading to the overgrowth of aquatic plants. These conditions can cause:

- Nuisance algal blooms
- Taste and odor problems
- Fish kills due to low dissolved oxygen
- Increased drinking water costs

**Pesticides and Herbicides** are substances that prevent, repel or destroy any pests. Widespread use:

- May cause serious health effects in children and adults
- Can harm non-target or beneficial organisms
- Can lead to pesticide or herbicide resistance in some species



## What Can You Do?

**Rain Barrels** are used to collect excess rainwater for use in landscape irrigation.

- Conserves water and reduces costs
- Decreases runoff to local streams and creeks which reduces flooding and erosion
- Filters pollutants from stormwater runoff which improves water quality in our lakes, streams and creeks



**Rain Gardens** are shallow vegetated depressions in your yard designed to absorb and filter stormwater runoff from impervious surfaces like roofs, sidewalks and driveways. Rain Gardens can:

- Provide an attractive addition to your landscape
- Conserve water and reduce costs
- Filter pollutants picked up by stormwater runoff which improves our local water quality
- Reduce the risk of flooding and erosion by decreasing the speed and volume of stormwater runoff

**Integrated Pest Management** is an effective, environmentally sensitive approach to pest management that incorporates a variety of different techniques to control pests which minimizes the impact on human health, the environment and non-target organisms.

IPM uses:

- Preventative cultural methods
- A combination of physical, mechanical, biological and chemical controls



IPM can:

- Reduce Stormwater Pollution
- Create a safe and enjoyable landscape environment

**Remember to always use, store and dispose of pesticides, herbicides and fertilizers properly!**

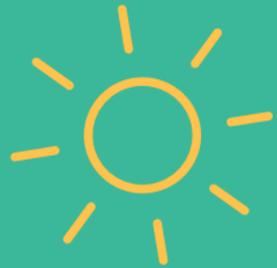


For more information visit  
The City of Arlington's  
Stormwater Management Division  
[www.arlingtontx.gov/stormwater/community-outreach-program](http://www.arlingtontx.gov/stormwater/community-outreach-program)



# Be green & SAVE green!

## Green Mountain Energy POWER Program



Go green with 100% renewable energy for your home at an exclusive price for Arlington residents.

Sign up for the Pollution Free™ WaterSaver 12 electricity plan and you'll receive **FREE easy-to-install water conservation products** delivered straight to your home.

Sign up today! **866-301-3120**  
**[greenmountain.com/arlington](http://greenmountain.com/arlington)**



Green  
Mountain  
Energy®

# ¡Ecologízate y AHORRA!

## Programa Green Mountain Energy POWER



Apoya el medio ambiente con energía 100% renovable para tu hogar a un precio exclusivo para los residentes de Arlington.

Inscríbete para el plan de electricidad Pollution Free™ WaterSaver 12 y recibirás **productos de conservación de agua GRATIS**, fáciles de instalar, entregados en tu hogar.

¡Inscríbete hoy! **866-301-3120**  
**[greenmountain.com/arlingtonSP](http://greenmountain.com/arlingtonSP)**



Green  
Mountain  
Energy®

# Reduce Sewer Clogs and Overflows

Properly dispose of Fats, Cooking Oils, Grease

Build-up of fats, oils and grease, including cooking oils, sandwich spreads, salad dressing, meat fat and similar products, will eventually cause sewer lines to clog. These blockages can cause the sewer to overflow into your neighborhood, streets, streams, and even your home. Follow these steps to prevent blockages:

**DO NOT** allow fats, cooking oils and grease to go down the sink or disposal. Allow them to cool, then pour into a container, secure with lid and place in the trash.

**DO** soak up remaining oils and grease with an absorbent material such as paper towels and throw into your **trash** before washing dishes.



**DO** use sink strainers to catch food items and empty the strainer in the **trash**.

**DO** scrape leftover food into the **trash**.

For additional information, please contact the City of Arlington, Water Resource Services, 817-459-5902.



**Residents:** dispose of used cooking oil and Household Hazardous Waste for free at the Environmental Collection Center at 6400 Bridge St, Fort Worth, TX or bring them to a monthly HHW collection event in Arlington. Visit [www.arlington-tx.gov/recycle](http://www.arlington-tx.gov/recycle) for more information.

# Non-Flushable Items



The toilet is not a trash can. Many items marketed as disposable or flushable do not degrade like toilet paper. They end up clogging pipes, tangling pumps, and causing messy sewer

backups into streets, businesses, and homes.

## **DO NOT flush:**

- Wipes of any type
- Paper towels
- Pharmaceuticals
- Diapers
- Flushable cleaning cloths
- Toilet bowl scrub pads
- Swiffer products
- Napkins
- Feminine products, condoms or any non-organic material
- Wash cloths, towels, rags, underwear
- Bandages, cotton swabs, or dental floss

## **Please Remember:**

Only flush human waste and toilet paper.

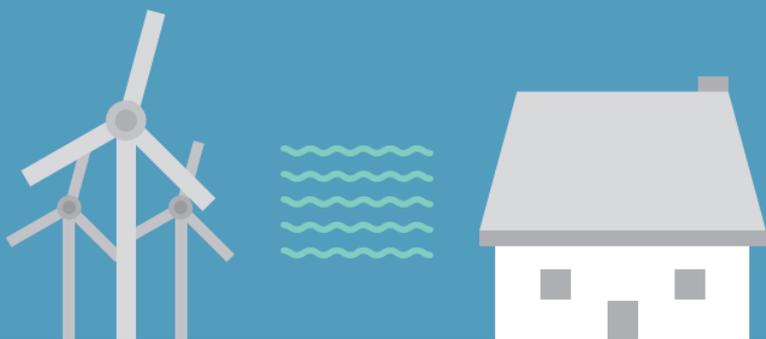
“Flushable Wipes” are a big problem, causing sewer backups in our community. Even if the package says “flushable,” they should NEVER be flushed.

If it can't be reused, recycled or composted, please place it in the garbage.



# Arlington, you can power your home with 100% wind energy without breaking the bank.

Get the green power flowing today.



Sign up for Pollution Free™ 12 electricity and you'll get a **specialty priced plan**, just for being an Arlington resident!

Call today: **1.866.301.3120**

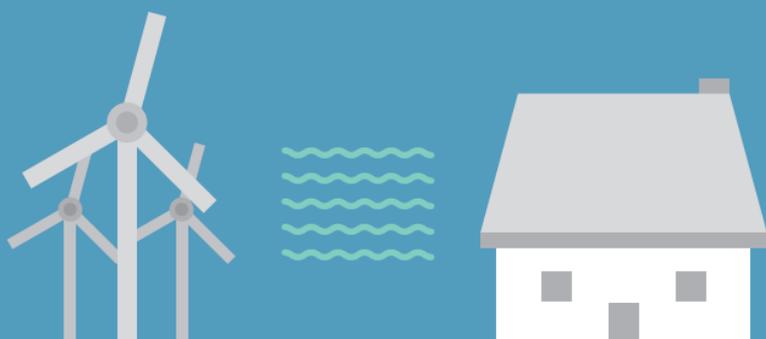
**[greenmountain.com/arlington](http://greenmountain.com/arlington)**



Green  
Mountain  
Energy®

# Arlington, puedes iluminar tu hogar con energía 100% eólica sin romper la alcancía.

Haz que la energía limpia comience a fluir hoy.



Inscríbete para electricidad Pollution Free™ 12 y obtendrás un plan con un precio especial, solo por ser un residente de Arlington!

Llama hoy: **1.866.301.3120**

**[greenmountain.com/arlingtonSP](http://greenmountain.com/arlingtonSP)**



**Green Mountain Energy®**

# A Change to the Average Winter Consumption Program in 2016

Each winter you have the opportunity to lower your sewer costs by conserving water



## How can I find out the approximate period during the winter months that will determine my maximum sewer charge?

Your location in the city determines approximately when your meter is read each month. On November billing statements, a message will display on the front of your bill providing the approximate dates during which your water consumption determines the new average for the next year. During this period, conserving water will minimize your sewer charge.

## What is my average if I am a new customer and do not have the winter months' history?

Each year, we average all residential customers' consumption to establish a city average. Every residential customer who does not have a full December, January, February and March billing will receive the city average until they have the history to establish their own winter average.

## Is my water meter still read each month?

We manually read a portion of our water meters and for the remaining portion, we obtain a meter reading that is electronically transmitted.

## Why are only residential customers eligible for this program?

Residential accounts vary seasonally due to lawn sprinkling, the filling of swimming pools, and the number of people in the household.

## Wouldn't it be better to just meter my sewer?

No. It would be extremely costly to the City of Arlington as well as to our customers to meter sewer. Sewer meters are expensive to buy, expensive to maintain and are not as accurate as water meters.



Call us at 817-275-5931 and we will be glad to assist you with any questions you have about your maximum sewer charge.

You may also visit [www.ArlingtonTX.gov/water](http://www.ArlingtonTX.gov/water)

## Conservation & Making Repairs Pays Off

Outdoor watering – filling a pool – a running toilet – a leaking sprinkler system – all of these can affect your winter water usage, which increases your maximum sewer charge for the year.



# Frequently Asked Questions



## What is changing to the Average Winter Consumption Program for 2016?

Traditionally, we used water consumption shown on your December, January, February and March billings, discard the highest month and average the remaining three months to establish the maximum monthly sewer charge for April through the following March. Starting in 2016, while we will continue to use the same months to determine your average, your new average will be implemented in October 2016 and be effective through September 2017. With this change, your current maximum sewer charge will remain in effect through your September 2016 billing.

## Why do you use the winter billing months for averaging?

Traditionally, the 4 lowest water consumption months for residential customers are billed in December, January, February and March. The primary reason for this is that residential customers are not watering their lawns during this time frame, so water usage is mainly inside the house. The majority of the water used during winter months is entering the sanitary sewer.

## How can I conserve water to reduce my sewer bill?

Avoid over-watering your lawn. During the winter, a typical lawn requires only 1 to 1 ½ inches of water every three weeks. Irrigate only to make up the difference if you don't receive this much precipitation. Install a rain/freeze sensor on your irrigation system controller to avoid wasting water. Indoors, fix leaks in faucets and toilet tanks, and wash clothes and dishes using full loads. For more conservation tips, go to [www.SaveArlingtonWater.com](http://www.SaveArlingtonWater.com)

## Why do you average only 3 of the 4 winter months?

Lawn sprinkling, filling a swimming pool, or having a toilet leak can all increase a monthly bill. Being able to discard

### Average Water Calculation Example:

#### → Monthly Water Consumption:

Nov 2015 = 7 thousand gal.      Jan 2016 = 4 thousand gal.  
Dec 2015 = 21 thousand gal.      Feb 2016 = 8 thousand gal.

→ Calculate: Discard the highest of the 4 months. Add the remaining months, 7+4+8 for a total of 19. Divide the 19 by 3 to get 6.3, round down to 6. The Average Winter Consumption (Sewer Maximum) for this residential account will be set at 6 thousand gallons per month for 1 year (October 2016 – September 2017).

the largest of these bills prior to averaging the 3 remaining months gives a more representative measure of water flowing into the sewer system.

## Once I have my average, does this mean I will be charged this same amount for sewer every month?

The average winter usage is a maximum sewer volume charge. For example, if your average winter usage is 6,000 gallons and you use 15,000 gallons of water in a month, you will be billed for only 6,000 gallons of sewer in that month. But if you use 5,000 gallons of water in a month, you will be billed for 5,000 gallons of sewer in that month.

## Once I have my average, will it ever change?

Your new average will be recalculated automatically each year when we average your December through March bills. It could go up, go down or stay the same from year to year. It depends on how much water you use during the winter months.



# Arlington's Flood Alert Notifications

The City's System consists of 52 sirens designed to alert and notify the general population in outdoor areas of imminent or existing emergency situations. When sirens are activated, citizens should seek shelter indoors and tune to local news sources to gain further information on the emergency situation. Warning Sirens will be used for Natural Emergencies such as tornados, flash flooding or high water, straight-line winds, large hail, or severe storms. For more information on the City's warning system visit [www.arlingtontx.gov/fire](http://www.arlingtontx.gov/fire).

The National Weather Service receives data from Arlington's stream gauges and uses that data to issue flood watches and flood warnings through local television and radio stations. Go to the NWS Rivers and Lakes page at [www.srh.noaa.gov/fwd](http://www.srh.noaa.gov/fwd) for up to date weather and stream gauge data.

Flood Watches will be issued when conditions are favorable for flooding. Flood Warnings are issued when flooding is imminent or already happening.

## During a Flood Emergency

- Take your family and yourself to a safe location, preferably higher ground.
- Do not walk or drive through flooded areas. It only takes six inches of quickly moving water to knock someone off their feet and the majority of vehicle-related deaths are caused by drivers trying to cross flooded streets.
- Keep away from high water, storm drains, ditches, ravines or concrete culverts



# Flood Information Services

Arlington's Stormwater Management Division provides information on flood protection, flood depth or other flood related data, historical flooding information, local drainage issues and other site specific protection assistance to all residents and property owners. Services Provided:

- Explanation of natural floodplain functions and their protection along with special flood hazards such as uncertain flow paths
- One-on-one site visits to property owners to review flooding and drainage problems while providing information on barrier walls, soil stabilization, lot regrading and other structural solutions for specific drainage or flooding issues.
- Provide advice on retrofitting techniques; such as elevating buildings, dry-flood proofing and wet-flood proofing.
- Supplies information on hazard mitigation grants and loans through FEMA, Small business Administration, US Department of Agriculture and other state and local agencies.
- Information found on the Flood Insurance Rate Map (FIRM) needed for writing a flood insurance policy including FIRM zones, panel numbers, and Base Flood Elevations as well as other non-insurance related information on FIRM's such as floodway delineations and protected areas outside Special Flood Hazard Areas (SFHA's)
- Elevation Certificates for some properties in the SFHA are available and copies made upon request
- National Flood Insurance Program purchase requirements, coverage options and assistance with maintaining or increasing coverage

Our staff is available to meet with you and discuss your situation and strategies to reduce flood damages. Call 817-459-6550 or visit [www.arlingtontx.gov/stormwater](http://www.arlingtontx.gov/stormwater)

