



# 2020 Year-End Report

## Dedication Met Year of New Challenges



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Arlington Water Utilities employees are dedicated to providing the City’s residents and businesses with reliable, high-quality tap water every day of the year - even when it means fixing a leak in the middle of the night. But, like everyone else in our community, 2020 and the COVID-19 pandemic brought unique challenges for the department. Employees adjusted to new social distancing protocols for essential work that must be done in person. The City also looked for ways to connect residents with resources.

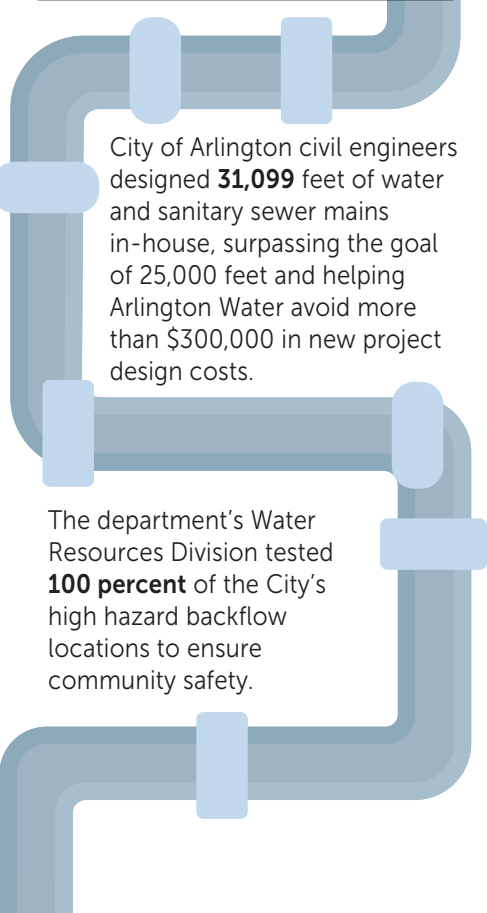
In July 2020, the Arlington City Council authorized the department to expand its Care and Share Fund, which has been in existence since 1994. It is a donation driven account that provides assistance paying city services bills for residents who meet certain income requirements and are facing temporary crises.

**Arlington Water Utilities’ donation-driven Care and Share Fund distributed more than \$50,000 to low-income residents from August 1 to December 31, 2020.**

The fund, which previously had one point of contact for residents, is now administered by three different nonprofits - Mission Arlington, Arlington Urban Ministries, and Catholic Charities Diocese of Fort Worth. The change has resulted in a three-fold increase in the funds distributed to families in need. It also brought new attention to the fund, which resulted in donations from community members.

For more information about how to donate or receive assistance, please visit [ArlingtonTX.gov/CareandShare](http://ArlingtonTX.gov/CareandShare).

Arlington Water Utilities measures its performance each year based on a continuously evolving set of benchmarks. Here are some of the key performance measures for providing water and sanitary sewer service in the American Dream City.



City of Arlington civil engineers designed **31,099** feet of water and sanitary sewer mains in-house, surpassing the goal of 25,000 feet and helping Arlington Water avoid more than \$300,000 in new project design costs.

The department’s Water Resources Division tested **100 percent** of the City’s high hazard backflow locations to ensure community safety.



# Water Projects Put North Texans to Work



**JOHN F. KUBALA WATER TREATMENT PLANT CHEMICAL IMPROVEMENTS**

Project Cost: \$13,763,625  
 Project Start: Sept. 2020  
 Estimated Completion: Feb. 2022  
 Funding Source: Bond Fund

- Replace all bulk liquid chemical tanks.
- Install new chemical feed system and modify gaseous chemical system.
- Add new mixing box (construction image at left) to substantially increase effectiveness of chemical mixing and enhance metering/analyzing capabilities.

December 2020 brought the completed rehabilitation of an existing 66-inch sanitary sewer main near Westwood Drive and Village Creek, several months earlier than expected.

The sewer main in North Arlington carries millions of gallons of wastewater each day. The main was temporarily repaired in 2015 after it partially collapsed as a result of internal corrosion of the pipe material. The latest project, which involved an innovative, permanent solution, began in October.

The rehabilitation of about 1,100 feet of the 66-inch main required the temporary closure of a section of Bob Findlay Linear Park Trail. A new 60-inch main



was inserted into the existing main using a method called sliplining. Millions of gallons of sewer flow also had to be temporarily rerouted using five pumps powered by generators 24 hours a day, for 30 days.

**LAKE ARLINGTON RAW WATER PUMP STATION**

Project Cost: \$20,176,377  
 Project Start: June 2020  
 Estimated Completion: Nov. 2021  
 Funding Source: Water Renewal Fund

- Joint project with Trinity River Authority to upgrade and rehabilitate the raw water pump station, sharing design and operation costs.
- Improve, rehabilitate, and replace outdated metering facilities to meet regulatory requirements.
- Increase redundancy and extend service life an additional 25 years.

## OTHER PROJECTS COMPLETED IN 2020

- 2019 Water Main Replacement project, which included renewal of about 14,600 feet (2.8 miles) of 6-inch to 12-inch water mains throughout the city.
- Rerouting a public sanitary sewer main away from Prestonwood Lake in North Arlington.
- Updates to two sanitary sewer lift stations in West Arlington – the Tiffany Park Sanitary Sewer Lift Station and the Feather Beach Sanitary Sewer Lift Station.
- Water and sanitary sewer improvements adjacent to the Arlington ISD’s future Fine Arts Center and Athletics Complex.

# Remote Read Meter Program Makes Strides

Remote read meters are part of the Advanced Metering Infrastructure (AMI) program Arlington Water Utilities set out on in 2012 to improve meter accuracy and customer service. The 10-year replacement program is part of the City of Arlington's commitment to putting technology to work for residents.

76,127 Arlington Water Utilities customers had remotely read water meters as of January 2021, with more new meters being installed each month. Customers with remotely read meters can view their daily and hourly water usage numbers, as well as past bills and payments, by visiting [ArlingtonTX.gov/KnowYourH2O](http://ArlingtonTX.gov/KnowYourH2O).

The only difference between a traditional meter and the remote read meter is the way the meter is read. Both meters work in the same way, though a new meter can sometimes measure low flows more accurately than an older meter.



The Arlington Water Utilities meter division installed **7,275** new remotely read meters in FY 2020. In the coming years, the City hopes to install about 9,000 each year until installations are complete.

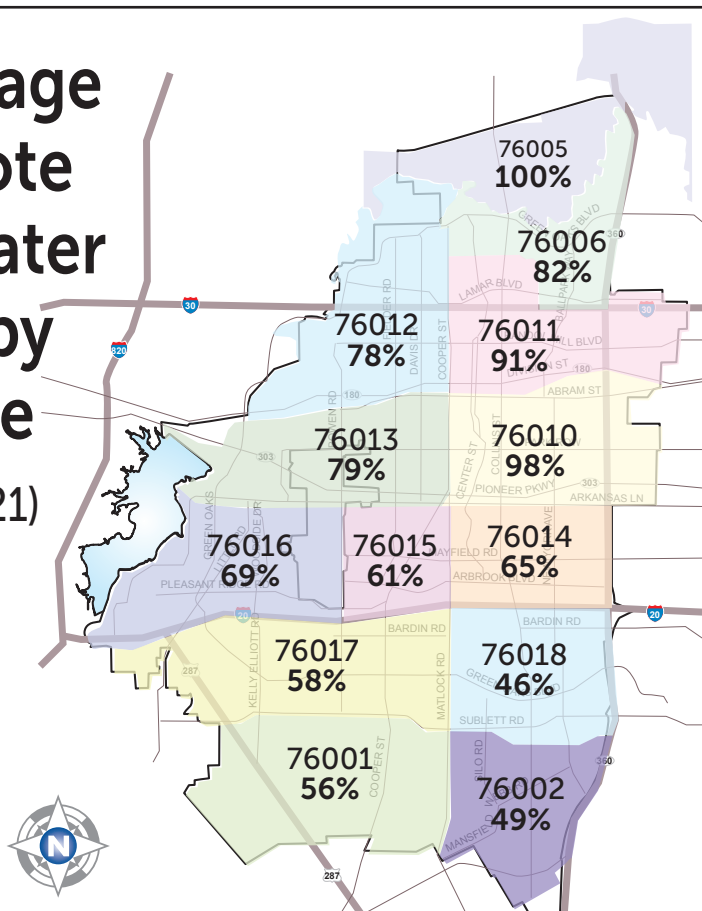
Crews cleaned more than **27 percent** of the city's public sewer mains (size 6"-15"), clearing city sewer lines of roots, grease buildup and other debris, preventing sewer backups in neighborhoods or homes. Twenty percent is the goal.

A new performance indicator introduced for FY 2021 will measure the number of water line breaks per 100 miles of water main. The goal is **5.8 breaks or less** per 100 miles of main.

The City had 6.8 sanitary sewer overflows per 100 miles of sewer main. Sanitary sewer overflows happen when wastewater overflows from the city's system because of a broken main or clogged line. The goal is to have **8.2 or fewer** overflows per 100 miles of sewer main.

Another new performance indicator introduced for FY 2021 will measure the average time that customers are without water during an emergency water main break. The goal is no more than 4 hours.

## Percentage of Remote Read Water Meters by ZIP Code (January 2021)





# Arlington Recognized for Service

In February 2020, Arlington Water Utilities was one of 17 federal, state and local entities throughout the country recognized as a winner in the 2019

Granicus Digital Government Awards, which honor transformational digital government initiatives.

"With a combination of email, online surveys, social media, and their department's dedicated website, the department is transforming to meet the digital habits of residents while reducing costs, improving customer satisfaction, preserving the planet's most valuable resource," the award announcement said.

Read more about the award here: [www.arlingtontx.gov/news/my\\_arlington\\_tx/news\\_stories/citizen\\_service\\_award\\_2020](http://www.arlingtontx.gov/news/my_arlington_tx/news_stories/citizen_service_award_2020).

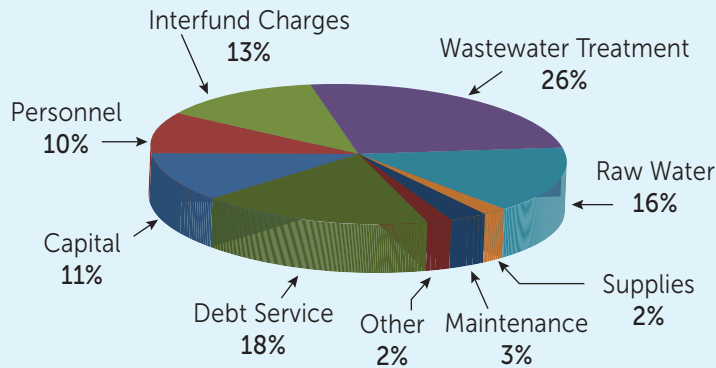


# Customer Rewards

Arlington Water Utilities returned city services account deposits to **8,188** residential customers from Oct. 1 to Dec. 31, 2020, following a city ordinance change adopted by the Arlington City Council. The change, which went into effect Oct. 1, allows Arlington Water Utilities to reward customers who have paid their city services bill on time for a 12-month period by crediting their deposits back to their accounts. The City credited a total of **\$673,595** on city services bills in October, November and December. Also in 2020, Arlington increased a one-time credit offered to customers who sign up for paperless billing to \$10. Paperless billing saves on billing costs for the utility and brings added convenience. The change resulted in a 12 percent increase in paperless billing customers.

# FAST FACTS

## How does the Water Department spend its budget?



Arlington's wastewater rate of \$5.13 per 1,000 gallons did not increase for Fiscal Year 2021, which started in October 2020. Water rates also remained the same.

With 10,000 gallons of water usage coming in at a cost of \$36.66 for residential customers, Arlington has some of the lowest water rates in North Texas.

The Texas Municipal League released its annual water and waste-water cost survey in May. The chart below shows Arlington water rates compared to other North Texas cities that responded to the 2020 survey.

Each year, the City of Arlington conducts a Citizens Satisfaction Survey. The 2020 results showed improvements for customer service that included: **80%** of those surveyed had a good or excellent opinion of electronic billing services offered by the City (*up from 70% in 2019*).

**\$167.7 million**  
Projected Revenue FY2021

**\$144.3 million**  
Projected Expenditures FY2021

**205**  
Authorized Full-Time Positions

## Cost of 10,000 Residential Water Usage

