

WATER AND AIR QUALITY

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City Water Services

How do I start new water service?

Call Water Customer Service at (817) 392-4477 or stop by one of the listed locations at least one day prior to when you want service started. You will need to provide the following information:

- The name, social security number and driver's license number of the person responsible for the new account
- The name of the present owner of the property
- If available, the name of the previous owner or tenant

A \$50 deposit is required for residential accounts and will be refunded after a year if you maintain a good payment history. A residential deposit may be waived if the account holder has a good payment history with the Water Department. A good payment history may be used from another utility, if the account holder has not had prior service with Fort Worth Water.

How does the Water Department know how much water I use?

Each residence has a water meter, usually placed at the front curb. Meters are read once a month. The previous month's reading is subtracted from the current month's reading; your bill is based on the difference.

How is my sewer bill determined?

The Fort Worth Water Department uses winter quarter averaging to determine the volume charged on residential sewer bills. The amount of water a household uses in the months of December, January and February is totaled and divided by the number of days during this period, thereby obtaining a daily average. These bills are received in January, February and March. Typically at this time of the year, little to no water is used for landscaping. Most water goes down the drain and to the wastewater treatment plant, except for a small amount used for cooking and drinking.

If my water bill is unusually high, will the Water Department re-read my meter?

Yes. Call (817) 392-4477 to request a customer investigation.

I am moving within the city and would like to transfer my water service. How do I do this?

Call before your move so the city can continue your service without interruption. Be prepared to provide your water account number or your former address, your new address and your service request dates. There is a \$10 transfer fee.

Does the Water Department make adjustments for high bills caused by water leaks?

If there is a leak in your home's plumbing, your bill may be adjusted if you have the leak corrected. Contact the Water Department with proof of repair. You will pay for your normal water use. Your adjustment is based on 50 percent of the water loss above your average monthly usage. Certain conditions will apply for a credit to be made to your account.

Water Department

24-Hour Customer Service Call Center

(817) FW-24-HRS
(817-392-4477)

Water Customer Service Locations & Hours

Downtown, City Hall Annex

908 Monroe St.
Fort Worth, TX 76102
Monday-Friday: 7:30 a.m. - 5:30 p.m.

Northside Satellite Office

102 NW 28th St.
(inside Carnival Food Store)
Fort Worth, TX 76106
Monday-Friday: 9 a.m. - 8 p.m.
Saturday: 8 a.m. - 7 p.m.
Sunday: noon - 5 p.m.

Southeast Satellite Office

4245 E. Berry St.
(inside Minyard's Food Store)
Fort Worth, TX 76119
Monday-Friday: 9 a.m. - 8 p.m.
Saturday: 8 a.m. - 7 p.m.
Sunday: noon - 5 p.m.

Payment Options

Mailing address to pay bill:
Fort Worth Water Department
P.O. Box 870
Fort Worth, TX 76101-0870

H2Online Web Service

www.fortworthgov.org/h2online

Pipe/Water Main Breaks, Water in Street, Overflowing Sanitary Sewer, Clogged Sewer Lines

24 hours: (817) 392-4477

Storm Drain Discharge

Emergencies: 911 or (817) 922-3000
Non-Emergencies: (817) 392-6088
www.fortworthgov.org/dem

What is the Water Department's policy on past-due bills?

If your bill is not paid by the due date, it is considered delinquent. The first delinquency notice is mailed 10 days after the due date if payment has not been received. A second notice is mailed and a door hangtag will occur prior to service termination. If you are having problems paying your water bill, please call Water Customer Service to make payment arrangements at (817) 392-4477.

What if my bill is not overdue but my water is turned off?

Call (817) 392-4477 and ask if there is a water main break in your area. If there is no water main break, a field representative will be dispatched to investigate.

How do I report a break in a water main or pipe, or an overflowing sanitary sewer?

Please call the Water Department at (817) 392-4477. Do not assume that your neighbor has called. Signs of a broken water main are water running down the street, water coming up from cracks in the pavement or buckled pavement. Signs of a sewer overflow include water coming out of a manhole, sometimes lifting up the manhole and moving it.

What about clogged sewer lines?

If your sewer backs up, call (817) 392-4477 before you contact a private plumber. The Water Department can make sure the blockage is not in the city-owned portion of the pipe before you incur plumbing expenses.

Bill Assistance Program

Fort Worth water customers can now contribute to the City of Fort Worth's Utility Bill Assistance Program. This program is designed to help customers who are having difficulty paying their water/sanitation bills.

How can I make a donation to the Utility Bill Assistance Program?

Donations can be made by any of the following ways:

- Make a one-time donation using the bill insert and including the payment with your current payment, or
- Elect to make a pledge that will be added as a recurring charge which will be billed on future monthly bills, or
- Write in a donation on the bill stub, where the included payment would represent the bill amount plus the indicated donation amount, or
- Select the option when paying online through H2Online.

How are the Utility Bill Assistance funds distributed?

The Parks and Community Services Department handles distribution of the funds. Recipients must be customers of the Fort Worth Water Department and meet 175 percent of the federal poverty income guidelines. Customers can receive a maximum of \$300 per year for water/sanitation bills and \$1,000 per year for plumbing repairs.

Water Quality Contacts

Environmental Hotline

Storm Water, Air Quality, Household hazardous waste
(817) 392-8700

Water Quality (Drinking)

Water Customer Service
(817) 392-4477
24 hrs daily, 7 days a week

Concerns About Your Water's Taste/Appearance

Water Customer Service
(817) 392-4477

Safe Drinking Water Hotline

Environmental Protection Agency
(800) 426-4791

Creek Pollution

Environmental Management Department
(817) 392-6088

Creek/Waterway Cleanup

Transportation & Public Works Department
(817) 392-7857

Chemical/Fuel Spill

EMERGENCY-911

What is the criteria to be eligible for utility bill assistance?

The following criteria must be met:

- Extraordinary events or crisis situations that have or will deplete financial resources.
- Extensive water bill due to plumbing problems; problem must be resolved before assistance with the water bill is provided.
- Household's income (i.e. social security, retirement/pensions, disability insurance, workers compensation, underemployment and unemployment) is insufficient to address essential needs.

The number of customers than can be helped is based on donations. Requests for assistance should be referred to the Parks & Community Services Department at (817) 871-5775. All contributions are tax deductible.

❑ Drinking Water Quality

How can I find out about the quality of Fort Worth's drinking water?

Two excellent options are available to you:

- Visit www.fortworthgov.org/water to view the Annual Drinking Water Quality Report that provides factual information, including sources and treatment processes. Requests may also be made by calling (817) 392-4477.
- If you have questions about water quality, contact Customer Service, 24 hours a day, seven days a week at (817) 392-4477.

What if my water looks, smells or tastes funny?

Several factors may affect water appearance, taste or smell, without affecting its safety. Air trapped in a line may cause the water to look milky. Construction or fire hydrant testing in your area may give water a dirty look. Organic matter in the raw water source may give it an off-taste or an odor.

If you have questions about your water's safety, call Water Customer Service at (817) 392-4477. When lab field personnel investigate water quality complaints, samples are taken from an outside tap. There is no need for Water Department personnel to enter your home to obtain the sample.

Will the Water Department fill my swimming pool?

Yes, for \$50 per hour plus the cost of the water. This service is performed after hours and must be scheduled in advance by calling (817) 392-4477.

❑ Storm Water

What is storm water?

During heavy rainfall, storm water flows from curbs and gutters into storm water inlets designed to prevent flooding. Storm drains empty directly into area creeks, rivers and lakes. Storm water is not cleaned at a treatment plant, so it is important to prevent pollutants such as soap, motor oil, pesticides, paint, yard trimmings and litter from going into the storm water system.

What is the Storm Drain Marking Program?

Small plaques have been placed on many curb inlets to identify storm water inlets and warn residents not to deposit improper materials in storm drains. Currently, city staff place most markers. Over the next three years, all inlets will be marked with a plaque that has an inlet number. Knowing the locations of storm water inlets allows staff to better determine where runoff goes.

What safeguards are in place to prevent storm water pollution?

Federal regulations require most urbanized areas to obtain a Storm Water Permit from the EPA to operate their municipal storm drain systems. The City of Fort Worth has had a permit since 1996. One of the key elements of this permit requires the cities to create and enforce an ordinance which bans pollutant discharges to the storm drain. There are some exemptions, including discharges composed of runoff from lawn sprinklers, surfacing groundwater, air conditioner condensation, residential swimming pool discharges (with no residual chlorine or other harmful substances) and fire fighting water.

What is the Storm Water Ordinance?

The ordinance prohibits illicit discharges to the municipal separate storm sewer system, provides for the regulation of mobile commercial cosmetic cleaning (also known as power washers), and regulates storm water discharges from industrial sources and construction activity. The storm water ordinance is found in Article III of the city's Environment Code. Additionally, most enforcement provisions are found in Article I of the Environment Code.

What are Storm Water Inlets?

The system of conveyances (or transport methods) owned and operated by the city and used to collect or transport storm water. Examples of conveyances include:

- Sidewalks
- Roads with drainage systems
- Municipal streets
- Catch basins
- Curbs
- Gutters
- Ditches
- Man-made channels
- Storm water inlets

How do I report a discharge to a storm sewer drain?

- Emergencies: If you are reporting an emergency situation that will result in imminent and substantial health or safety dangers, call 911 immediately.
- Non-Emergencies:
 - Online at www.fortworthgov.org/water
 - By phone: (817) 392-5451 during regular business hours
 - (817) 392-8700 after-hours hotline

Please be prepared to provide your name, address, daytime phone number, location of the problem and the date and time you observed it.

Power Washers

What are power washers?

Mobile cleaning operation that performs cleaning on commercial vehicles and/or commercial exterior surfaces. City ordinance requires power washers to obtain a permit from the Environmental Management Department to operate in Fort Worth. For information on how to obtain a permit call (817) 392-6088.

Are there fees for power washer permits and certificates?

- The fee for the permit (which goes to the business) is \$25.
- The fee for the registration certificates is \$25 per wash unit.
- Only checks or money orders are accepted.
- Permits are issued Monday-Friday, 9 a.m. - 4 p.m. at 908 Monroe St. (across from City Hall), 7th floor.

What is the permit term and how does the permit number and sticker work for power washing?

- The permit expires December 31 of each year.
- Permit stickers are non-transferable.
- The permit sticker must be placed on each vehicle registered.

- The permit numbers (ex: peel & stick numbers from a hardware store) must be placed on each side of the wash unit in a visible location.
- Permit numbers must be a minimum of three inches in height in a color contrasting to their background. For more info call (817) 392-6088.

☐ Flood Plains and Creeks

How do I find out if my property is in a flood plain?

Call the Transportation & Public Works Department at (817) 392-5981. You will need to provide your name, phone number and the exact property address, which includes the legal description of the lot, block, city addition, as well as information from the deed abstract, such as the property tract.

Who do I call about possible pollution in the creek in my neighborhood?

Call (817) 392-6088, Monday - Friday, 8 a.m - 5 p.m. The Environmental Management's Storm Water Quality Division will investigate.

Who cleans the creeks behind private property?

In most cases, the property owner owns to the center of the creek or channel behind his or her property and is responsible for minor maintenance such as trash pick-up and vegetation control. If there is a dedicated drainage easement, the city is responsible for heavy maintenance as needed to keep the channel or creek free of obstructions that could cause flooding. To request flood control maintenance, contact (817) 392-8100.

If there is no dedicated drainage easement, the property owner is responsible for all maintenance. To find out if there is a dedicated drainage easement on your property, check the plat you received when you purchased your property.

☐ Outside Air Quality

When is ozone season in Fort Worth?

From May 1 to October 31 each year.

For more information on air quality, visit www.fortworthgov.org/dem.

How do I report possible outdoor air pollution problems?

- **Emergencies**-If you are reporting an emergency situation that will result in imminent and substantial health/safety dangers, call 911 immediately.
- **Non-Emergencies**
 - Visit www.fortworthgov.org/dem.
 - Call (817) 392-6088 during regular business hours

Please be prepared to provide your name, address, daytime phone number, location of the problem and the date and time you observed it.

How do I report a chemical or fuel spill?

All chemical or fuel spills should be reported to Emergency 911.

How do I report smoking vehicles?

If you see a vehicle releasing dirty smoke from its tailpipe for more than 10 consecutive seconds, you can take action. Please be prepared to provide the date, time, city, intersection and license plate number.

Contact:

North Central Texas Council of Governments
(817) 704-2522 metro
or

by visiting www.nctcog.org/trans/air/smoking/howto.asp

City Speakers/Classes

The following contacts can provide information for various presentations for residents of all ages:

Water Department Public Education
(817) 392-8244 or (817) 392-6565

Water Department Speakers Bureau
(817) 392-6565

Indoor Air Quality

What do I do if I have concerns about the quality of air in my home?

See the yellow pages phone directory for "Environmental & Ecological Services." If you live in an apartment or condominium, call the Texas Department of State Health Services, Indoor Air at (817) 264-4500.

Smoking (Tobacco)

What does Fort Worth do to protect residents from unwanted tobacco smoke?

The city has a comprehensive tobacco-free/smoking ordinance. The new ordinance became effective January 1, 2008.

What are the main points of the smoking ordinance?

Smoking is prohibited in public places, including but not limited to:

- Restaurants
- Bars in Restaurants
- Bowling Alleys
- Business Offices and Buildings
- Within 20 feet of a primary entrance/exit of a regulated facility

Smoking is allowed in the following places:

- Bars (defined as *establishments that are licensed by the state and that have more than 70 percent of their annual gross sales in alcoholic beverages for consumption by guests on the premises. Calculation of gross sales shall be made from the combined sale of food and beverages. Restaurants that contain a bar are not considered a "bar."*)
- Bingo parlors operated under the Bingo Enabling Act, Chapter 2001 of the Occupations Code if an enclosed non-smoking area is provided and no one under the age of 18 is admitted in the smoking areas.
- Private residences, except when used as a child care, adult day care or health care facility.
- A private or semi-private room in a nursing home or long-term care facility that is occupied by persons who smoke and have requested in writing to be placed in a room where smoking is permitted.
- Hotel and motel rooms (but only up to 25 percent of the total numbers of rooms in the hotel-motel rented to guests may be designated as smoking).
- Retail tobacco stores (if the store is a stand alone facility and its primary business is the sale of tobacco products and accessories).
- Hotel and motel conference or meeting rooms and public facilities while being used for a private function (with the exception of restaurants).
- Private clubs (to mean an associated group of persons that are members governed by a board of representatives, and the facility of which the club owns, leases or rents for the benefits of its members and guests).
- Outdoor dining areas (as long as the area is more than 20 feet from the primary entrance or from operable windows).

- Any facility which is primarily used for exhibiting any stage, drama, lecture, musical recital or other similar performance, when smoking is part of a stage production.

Who can I contact if I have questions about the smoking ordinance?

If you have questions regarding the smoking ordinance, please call the Smoking Ordinance Hotline at (817) 212-2710 or e-mail smokingordinance@fortworthgov.org.

How do I report a smoking ordinance violation?

Smoking Ordinance Hotline
(817) 212-2710
Monday - Friday
8 a.m. to 5 p.m.

Please provide your name and address, daytime phone number, the location of the problem and the date and time the violation was observed.