

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.



Account Details
 Address: 00 YOUR DR., ARLINGTON, TX 76019
 Name: JOHN DOE
 Balance: \$35.75
 Pending Charge: (\$55.19)
 Pay Plan: Direct Payment Plan

My Current Bill
 Current Balance: \$66.19 due Jan 27, 2018

My Recent Usage
 You use the same amount of water compared to your previous bill.
 Usage on your current bill (dated Aug 4, 2018): 6 Thou. Gal
 Usage on your previous bill (dated Jul 7, 2018): 6 Thou. Gal

| Service | Current Charges | Past Due | Penalty | Balance |
|----------|-----------------|----------|---------|---------|
| WV/LK | 00.00 | \$25.00 | \$0.00 | \$25.00 |
| SP/VER | 00.00 | \$0.00 | \$0.00 | \$0.00 |
| GR/NGAL | 00.00 | \$13.94 | \$0.00 | \$13.94 |
| CR/NA/CF | 00.00 | \$8.25 | \$0.00 | \$8.25 |
| | 00.00 | \$55.19 | \$0.00 | \$55.19 |

Visit www.arlingtontx.gov/wateronline 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.

Remote Read Meter Consumption Inquiry
 Welcome to our Remote Read Meter Inquiry.

From Date: 07/01/2018 To Date: 07/31/2018 Refresh Chart

Daily Usage Chart
 For the period of July 1, 2018 - July 31, 2018

Consumption in Gallons (left axis) and Weather (right axis) are shown. The chart includes a legend for Usage, Avg. Daily Temperature, Max. Daily Temperature, Min. Daily Temperature, and My Events.

Download Consumption History to Spreadsheet

- A “Bills and Payment” tab where you can download PDF copies of current and past bills.

My Electronic Bills

View My Current Bill

| View Bill | Date | Amount | Due Date |
|-----------|--------------|----------|--------------|
| View Bill | Jan 12, 2018 | \$23.32 | Jan 26, 2018 |
| View Bill | Jan 12, 2018 | \$56.11 | Jan 26, 2018 |
| View Bill | Jan 12, 2018 | \$53.32 | Jan 26, 2018 |
| View Bill | Jan 12, 2018 | \$53.32 | Jan 26, 2018 |
| View Bill | Jan 10, 2018 | \$47.30 | Jan 24, 2018 |
| View Bill | Jan 10, 2018 | \$61.69 | Jan 24, 2018 |
| View Bill | Jan 9, 2018 | \$61.69 | Jan 26, 2018 |
| View Bill | Jan 13, 2017 | \$44.07 | Jan 27, 2017 |
| View Bill | Jan 13, 2017 | \$104.60 | Jan 27, 2017 |
| View Bill | Jan 13, 2017 | \$57.74 | Jan 27, 2017 |
| View Bill | Jan 13, 2017 | \$57.74 | Jan 27, 2017 |
| View Bill | Jan 12, 2017 | \$44.07 | Jan 27, 2017 |
| View Bill | Jan 12, 2017 | \$57.74 | Jan 26, 2017 |

Current Balance: **\$55.19** due **Jan 27, 2018**

You are enrolled in our Pre-authorized Payment plan. **Payment is not required** as we will automatically withdraw payment.

Pay My Bill
\$3.00 Credit Card Fee
\$0 eCheck Fee

Auto Pay
\$3.00 Credit Card Fee
\$0 eCheck Fee

Paperless Bills
Receive a \$5.00 one-time credit on your next bill when you choose the paperless bill delivery option!

You will be taken to our on-line payment website where you can pay your utilities bill. Once you have completed the transaction, you will be returned to this website.

Adobe Reader: Bills are presented in Acrobat Reader format. Download the free Adobe Reader to view and print your electronic bills.

- A “Transactions” tab where you can view past payments by date and method of payment.

Your Transaction Details:

Show: 10 entries Search:

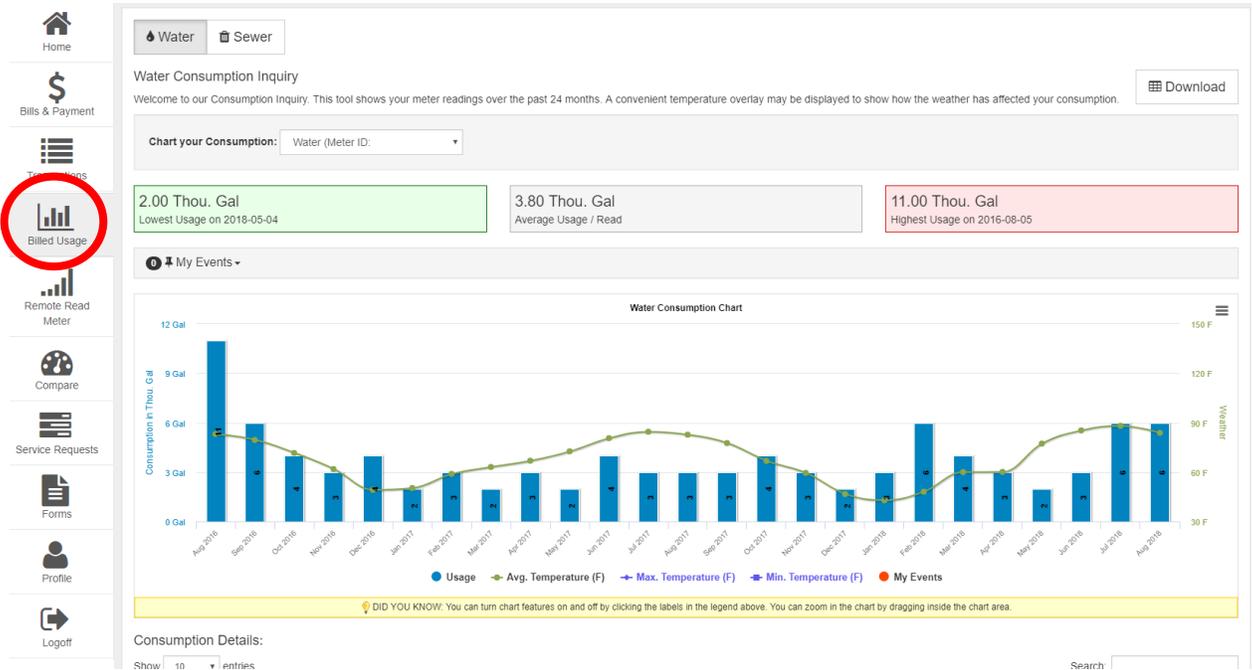
| Date | Description | Amount |
|--------------|-------------|---------|
| Aug 29, 2018 | ACH | \$55.19 |
| Aug 13, 2018 | Kiosk Cash | \$3.50 |
| Aug 12, 2018 | IC Web CC | \$3.00 |
| Jul 27, 2018 | ACH | \$61.69 |
| Jun 27, 2018 | ACH | \$53.32 |
| May 25, 2018 | ACH | \$47.30 |
| Apr 27, 2018 | ACH | \$53.32 |
| Mar 29, 2018 | ACH | \$56.11 |
| Feb 28, 2018 | ACH | \$61.69 |
| Jan 26, 2018 | ACH | \$53.32 |

Showing 1 to 10 of 26 entries

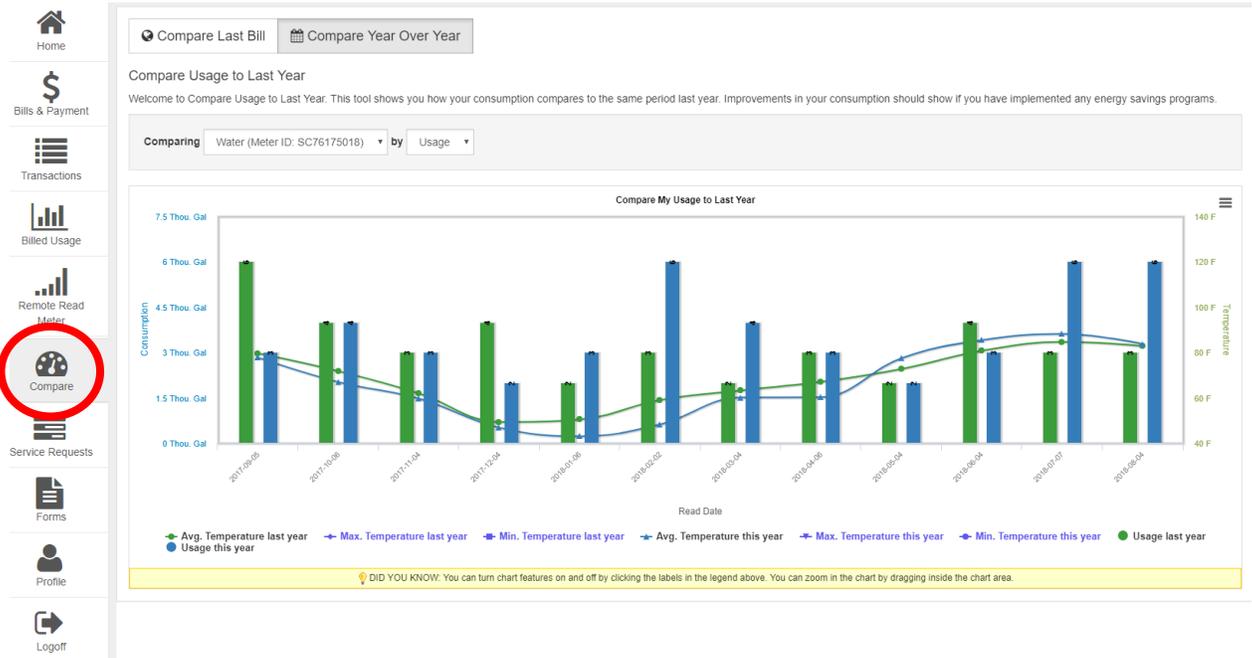
Download

Downloads are provided in .CSV format for spreadsheet imports. If your spreadsheet software does not open automatically when you click the downloaded file, save it and open it manually.

- 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.

Your Service Request Summary
Here is a list of your service requests for the past year.

Show 10 entries Search:

| Request Date | Request Number | Request Type | Status |
|--------------|----------------|-------------------------|---------------------------------|
| Oct 9, 2018 | 3 2018 227116 | WEB CHANGE DONATION | Completed on October 09, 2018 |
| Oct 5, 2018 | 3 2018 227076 | WEB CHANGE MAIL ADDR | Completed on October 05, 2018 |
| Oct 5, 2018 | 3 2018 227077 | WEB ADD DONATION | Completed on October 05, 2018 |
| Sep 25, 2018 | 3 2018 227038 | WEB CONTACT INFO CHANGE | Completed on September 25, 2018 |
| Sep 25, 2018 | 3 2018 227043 | WEB CONTACT INFO CHANGE | Completed on September 25, 2018 |
| Jun 6, 2017 | 3 2017 151856 | WEB REPORT OUTAGE | Completed on June 06, 2017 |
| Oct 5, 2018 | SR 194895 | Disconnect Service | Pending |

Showing 1 to 7 of 7 entries First Previous 1 Next Last

[Download](#)

Downloads are provided in CSV format for spreadsheet imports.
If your spreadsheet software does not open automatically when you click the downloaded file, save 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).

Integrated Apollo Smart Forms

Single sign-on connectivity passes account information from the portal to the form.

- Disconnect of Service
- Transfer of Service
- Update Mailing Address
- Donation Enrollment
- Manage Bank Draft
- Request Meter Reading
- Questions and Comments
- Report an Outage

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

- Also, in the “Profile” tab is the “My Notifications” settings. This is where you can adjust High Usage and High Bill alerts. (See below)
 - High Usage Alerts: 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.arlingontx.gov/wateronline.
 - High Billing Alerts: 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.



Home



Is & Payment



Transactions



Billed Usage



Remote Read Meter



Compare

My Profile **My Notifications** Guest Access

Communication Preference

The setting below indicates how you would receive notifications from us about your account status and activities.

Account Number: 210833300

Email: mdpeters26@gmail.com

Phone #:

Text #:

Notification Subscription

The setting below indicates how you would be notified.

| | |
|-------------------|--|
| High Usage | Email: <input checked="" type="checkbox"/> Yes |
| | Projected monthly usage cap (1K GAL): <input type="text" value="2"/> |
| High Bill | Email: <input checked="" type="checkbox"/> Yes |
| | Projected monthly total bill amount (\$): <input type="text" value="25.00"/> |

[Update Communication Preference & Notification.](#)

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