



Customer Service Center now within City Hall

Do you need to pay a water bill or a parking ticket? The City of Ann Arbor Customer Service Center is now in its new permanent location on the first floor of Larcom City Hall, at 301 E. Huron St. Community services, parks and recreation, and planning and development are also located on the first floor. The Customer Service and Payment Center services include:

- Payment processing for water bills, parking tickets, property taxes, and solid waste;
- Routing city calls and requests and providing general city information to walk-in customers; and
- This unit also is responsible for water utility meter reading, installation, repair, billing, backflow prevention inspections and certifications.

Exterior construction— including stormwater management systems, a rain garden and green roof — is anticipated to wrap up around the Ann Arbor Municipal Center later this fall. More information about the Ann Arbor Municipal Center construction project is available online at www.a2gov.org (link is found under the “working in” heading).



Huron River Watershed Council's campaign to Save Water Save Energy

Did you know you can reduce carbon emissions through your water use as well as lower your water bill? The United States uses 13 percent of its total electricity to pump, heat, and treat water. This equals the power output of approximately 150 coal-fired power plants.

Carbon dioxide emissions from drinking water-related energy consumption account for about five percent of U.S. CO₂ emissions annually, or 290 million metric tons. This is the equivalent of the annual greenhouse gas emissions of 53 million passenger vehicles. The good news is that drinking water is one of the largest energy use categories that can be quickly and significantly reduced through conservation, efficiency, and reuse.

If every household in the U.S. reduced its use of hot water by an average of 20 percent through the installation of efficient fixtures and appliances—e.g., efficient water heaters, dishwashers, clothes washers—our nation would conserve approximately 4.4 billion

gallons per year. Total energy savings would be 41 million megawatt hours of electricity and 240 billion cubic feet of natural gas with associated CO₂ reductions of about 38.3 million metric tons. This equates to removing the greenhouse gas emissions of seven million passenger vehicles annually (more than the number of cars in Los Angeles).

The Huron River Watershed Council has received a grant from the Masco Corporation Foundation to develop a new Save Water Save Energy campaign through workshops and online information at www.hrwc.org. The web page offers information such as comparing fixtures like low-flow showerheads and high efficiency toilets that have been certified for both water savings and performance by EPA's WaterSense program. Tips for smart water use, water conservation web links, and calculators for estimating savings in water, energy and dollars are also posted online.

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The City of Ann Arbor's Customer Service Center sells a \$2 Home Water Audit Kit with a shower/faucet flow measurement bag and booklet with water conservation tips and steps to find and fix leaks. The Customer Service Center is open during normal business hours on the main floor of Larcom City Hall, 301 E. Huron.

Why are bulk leaves no longer stored in the street in Ann Arbor?

In 2010 the City of Ann Arbor transitioned away from providing two bulk leaf pickup days per neighborhood and began expanding the weekly curbside compost pickups to accommodate unlimited bagged leaves through mid-December. The benefits include:

- Providing weekly curbside leaf pickups instead of relying on two seasonal street collections.
- Avoiding problems with vehicles parking over leaves on the pickup day, impeding truck collection access, and resulting in complaints from neighborhoods with street leaves left behind for a season.



- Preventing leaves from clogging storm drains, which leads to neighborhood flooding and results in pollutants entering the Huron River—the primary source of the city's drinking water.

- Increasing safety for bicyclists along marked bike lanes and other streets.

- Responding to seasonal weather variations. If warm, dry weather delays the leaf-drop or early snowfall reduces the opportunity for street collection at the end of the season, every resident gets the same weekly access to leaf pickup each year.



Sign up for free e-mail announcements on fall leaf collection updates from the City of Ann Arbor via the red envelope on the web page at www.a2gov.org/leaves. The "leaves" web page also describes the free leaf drop-off options from September through December at the Compost Center, 4150 Platt Road, 734.794.6380, for Ann Arbor residents, property owners, and their contracted haulers. Ann Arbor residents with proof of residency are also able to drop off up to six yardwaste bags (or one cubic yard) of compostables at no charge (and also waive the \$3 entry fee), year-round, at the Drop-Off Station, 2950 E. Ellsworth, 734.971.7400, www.recycleannarbor.org.

High-rise lighting reminders

Ann Arbor has joined other cities in helping migrating birds have a "Safe Passage" during seasonal migrations. From the middle of August through the end of October migrating birds are flying over Ann Arbor on their way south from their northern breeding grounds. These songbirds are at risk of dying when they become confused at night by lighted windows of tall buildings. On clear nights birds navigate by the stars, but on cloudy and foggy nights they attempt to navigate using the lights of tall buildings. Birds either crash into lit windows or endlessly circle buildings until they are exhausted. Please ask



occupants on floors five and above to help prevent these needless bird deaths by pulling the drapes or closing the shades on windows in lit rooms between 11:00 p.m. and dawn. These actions may help save energy, too. For more information, please see "safe passage" at www.washtenawadubon.org.

New online services for water utilities customers!

Are you moving in or out of Ann Arbor and need to start or stop water service? Perhaps you are sharing a house and want to estimate your future water bills to help with budget planning? These new features have been added to existing city water utility online functions and may save a trip downtown or making a call during business hours.

To access these features, use the city's Customer Service Center's "Do It Yourself" web page and select the Start/Stop water service option. Online customers may choose to:

- Start Water service in your name at a city address
- Stop Water service in your name at a city address
- Calculate a sample water bill
- Be redirected to the online Water Consumption web page
- Be redirected to the online Water Bill Payment web page
- Be redirected to the online Property Information web page

If you have any questions please contact the Customer Service & Payment Center, customerservice@a2gov.org, or in person or by phone during normal business hours in the main floor lobby of the Larcom City Hall, 310 E. Huron, 734.994.2666.