



## One-year anniversary of no-fee, online bill payments

Did you know the city has handled over 28,000 fee-free transactions for online water bill payment since the option was first offered last spring, 2009? Here's why so many customers are using this feature:



## AVOID WAITING IN LINE TO PAY YOUR WATER BILLS!

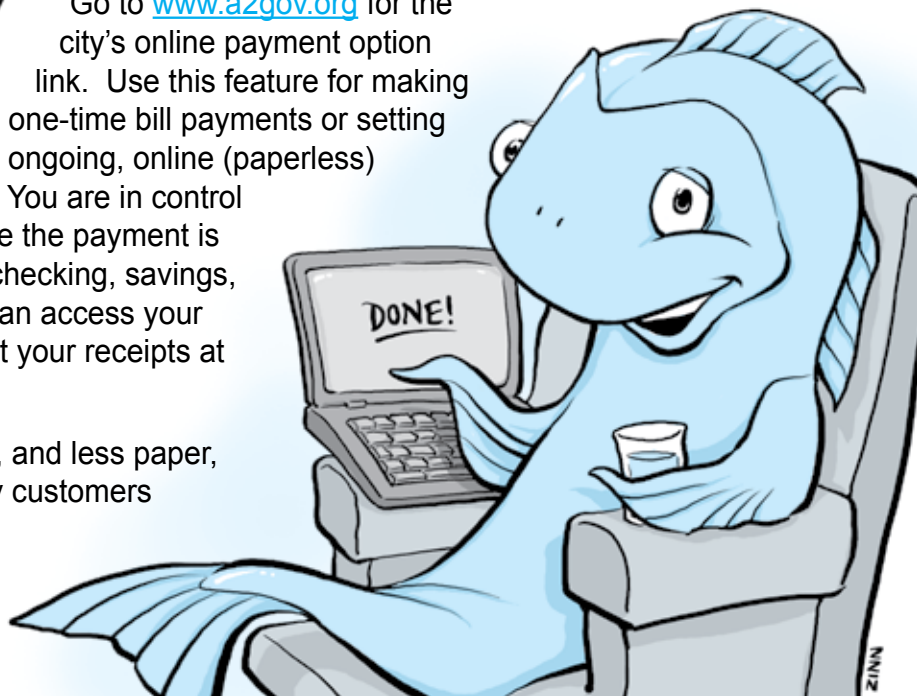
Don't lose your discount for timely payment! The City of Ann Arbor's online water bill payment is free, fast, convenient, easy, and simple.

Go to [www.a2gov.org](http://www.a2gov.org) for the city's online payment option link. Use this feature for making one-time bill payments or setting up ongoing, online (paperless)

invoices. You are in control

to choose the date to pay before the payment is due and the payment options (checking, savings, debit, or credit card). And you can access your online payment history and print your receipts at any time.

Bottom line: more convenience, and less paper, trees, and energy consumed by customers already using online payment services!



### CORRECTION

The 2009 Water Quality Report for the City of Ann Arbor that was mailed to customers earlier this month contains errors in the reporting units column for certain contaminants. The units for the following contaminants should be  $\mu\text{g}/\text{l}$ , for micrograms per liter ( $\mu\text{g}/\text{l}$ ), instead of the printed  $\text{mg}/\text{l}$ : nitrite, barium, bromate, lead, TTHM, HHA5, perchlorate and NDMA. This error was caused by a software program font-formatting error. We apologize for the confusion. The online version of the report is accurate, and corrected copies are available at the Customer Service Center.

## Stormwater rate-reduction credits available



You can lower your stormwater bill by taking steps to protect stormwater quality and reduce the amount of water draining from your property through these optional stormwater credits. Learn more and apply on-line at [www.a2gov.org/storm](http://www.a2gov.org/storm) or call the Customer Service Center at 734.794.6320.

- Make your home a **RiverSafe Home** partner and save \$1.26/quarter. Review Washtenaw County's online RiverSafe home information and take the survey online or call 734.222.6860 for a mailed version.
- Create a **rain garden, cistern, or drywell** (limited to one of these per property) and save \$2.85/quarter.

Nonresidential, commercial, and residential apartment properties may qualify for additional credits. For more information on the city's stormwater rates, online property assessments, and credit opportunities, please visit: [www.a2gov.org/storm](http://www.a2gov.org/storm).



### Here's why your tap water may appear briefly reddish

The City of Ann Arbor Field Services Unit provides annual fire hydrant inspection and system maintenance procedures by flushing water through selected area hydrants from April through November. During this process, you may observe a fire hydrant discharging from the side opening.

On occasion, your tap water may temporarily have an orange or rusty appearance. The water is safe to use. The iron sediment in the water main pipes being disturbed by the hydrant flushing is causing the discoloration. If this occurs, please run your **COLD** water for several minutes to clear your lines. You should also flush your toilets once or twice. The water should run clear within a few minutes. (Running warm water forces the orange water into the water heater, and should be avoided to reduce the mixing of the reddish water with stored water. If your laundry is discolored from rusty water, you can use a product such as "Rover" to help remove temporary laundry coloration. If you have any questions or concerns regarding the hydrant flushing process, please call 734.794.6350 and staff will be glad to assist you. Online announcements of the hydrant flushing schedule is available by subscribing to GovDelivery, as posted on the red envelop on the city's main Web page at [www.a2gov.org](http://www.a2gov.org).

## Good to Know...

**Remember to drain areas of standing water around your home to eliminate mosquito-breeding habitats** and reduce the spread of West Nile virus. Check gutters, flowerpots, wading pools, and furniture covers at least twice a week.

**Single-stream recycling starts for everyone in Ann Arbor on July 5, 2010!** Detailed information on the new materials is distributed with your new recycling cart, posted online at [www.a2gov.org/recycle](http://www.a2gov.org/recycle), and included in the fall *WasteWatcher* newsletter.

**Prevent backflow!** Some property owners may have already received or will be receiving a letter from the city alerting them to the need to have their backflow prevention device inspected by a licensed plumber with proper qualifications. After receipt of the paperwork from the certifying plumber, the city is required by the Michigan Department of Natural Resources & Environment to inspect the device. Please respond promptly! In addition, everyone can protect themselves from potentially unsafe water or chemicals siphoning backwards into drinking water pipes with these easy actions: Never submerge hoses in buckets, pools, tubs, or sinks. Second, protect yourself by installing inexpensive backflow protection devices on all hoses and threaded faucets in your home or business. These devices are available at hardware and home improvement stores for about \$4-10 each.

Ann Arbor is in the process of developing an Urban Forest Management Plan in order to provide a framework for the city to effectively manage the urban forest as a community asset. Ann Arbor's city managed urban forest provides \$4.6 million in benefits each year to the city and its residents; the plan will help to maintain a sustainable urban forest that maximizes these benefits. More information is posted online at [www.a2gov.org/trees](http://www.a2gov.org/trees).



The City of Ann Arbor is conducting an inventory of groundwater wells in order to allow staff to better assess the impacts of new development projects on groundwater resources. If you have a well on your property, please immediately contact Water Quality Manager Molly Wade at [mwade@a2gov.org](mailto:mwade@a2gov.org) or phone 734.794.6430 x 43702.