

# 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.



Visit [www.arlingtontx.gov/wateronline](http://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.

- 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	\$53.32	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.

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:

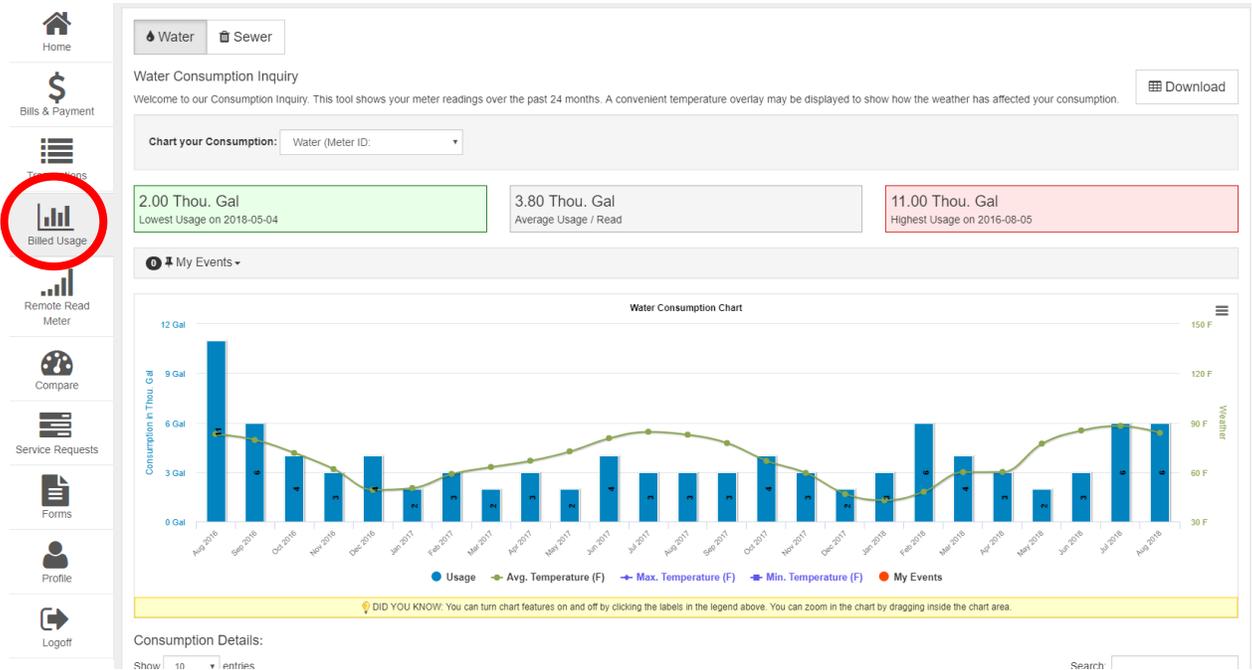
Date	Description	Amount
Aug 29, 2018	ACH	\$55.19
Aug 13, 2018	Kiosk Cash	\$3.50
Aug 12, 2018	IC Web CC	\$3.00
Jul 27, 2018	ACH	\$61.69
Jun 27, 2018	ACH	\$53.32
May 25, 2018	ACH	\$47.30
Apr 27, 2018	ACH	\$53.32
Mar 29, 2018	ACH	\$56.11
Feb 28, 2018	ACH	\$61.69
Jan 26, 2018	ACH	\$53.32

Showing 1 to 10 of 26 entries First Previous **1** 2 3 Next Last

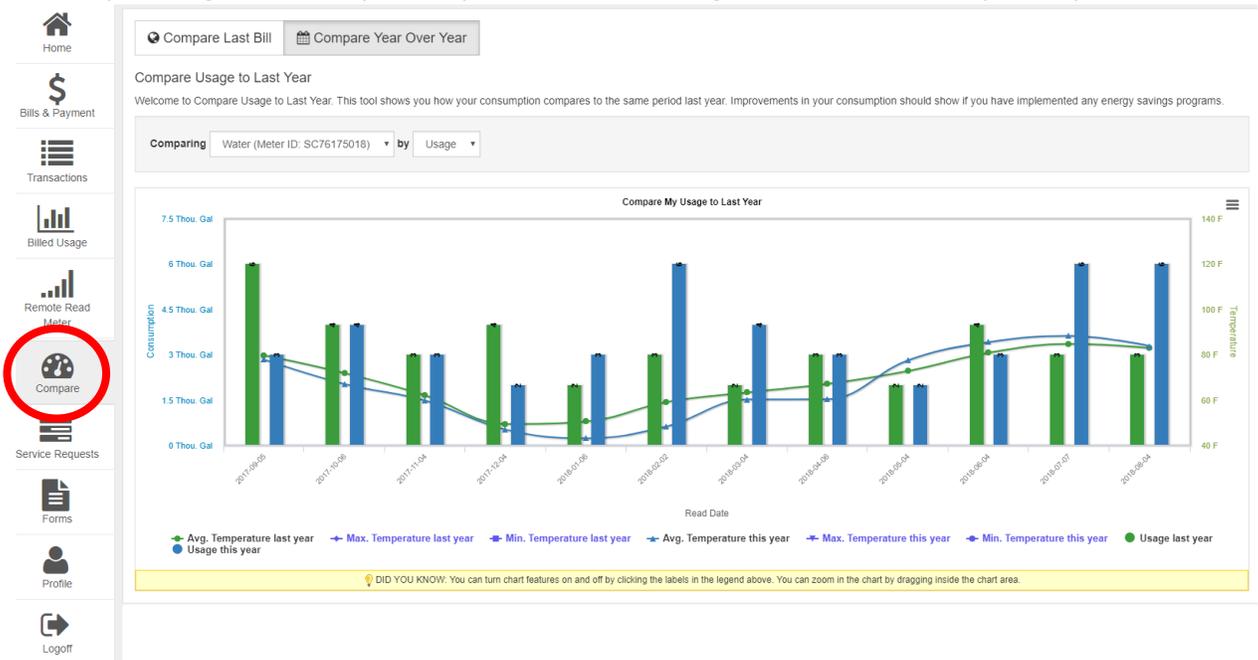
[Download](#)

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 “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

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[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.arlingtontx.gov/wateronline](http://www.arlingtontx.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
-  Bills & 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

Email

Phone #

Text #

### Notification Subscription

The setting below indicates how you would be notified.

<b>High Usage</b>	Email : <input checked="" type="checkbox"/>
	Projected monthly usage cap (1K GAL) : <input type="text" value="2"/>
<b>High Bill</b>	Email : <input checked="" type="checkbox"/>
	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](http://www.arlingtontx.gov/water).  
 For billing or service inquiries, call 817-275-5931.