



ALAMO HEIGHTS *City news*

Your Official Source from City Hall

February 2016

Convenient Payment Drop Box

Just a reminder that the City has a payment drop box for the convenience of making payments after business hours. The drop box is located behind the new city hall to the right of the back entrance to the building. Payments deposited after hours will be posted the following business day. Business hours are Monday – Friday 8:00am – 5:00pm. Also payments can be made online and are posted immediately. Visit our website at www.alamoheightstx.gov and click on online services or call (210) 822-3331, Press 5, for assistance with accessing your account online.



City Codes Available On-Line

All cities are governed by their Code of Ordinances. An ordinance is a law passed by a municipal government such as the City of Alamo Heights. There are some ordinances that govern certain activities within the City that citizens might be unaware of because they are unique to our City such as:

- Estate/Garage Sales
- Home Occupation
- Parking
- Alarm Permit
- Solicitation
- Residential Design Standards
- Construction Work Hours

All of the City's Codes are available on-line at <http://www.alamoheightstx.gov/government/city-codes-ordinances/>. You can also contact city staff at 822-3331 if you have questions or need clarification on any of our Codes.

BRIEFS

Daylight Savings Reminder

- Set your clocks forward at 2 a.m. on Sunday, March 6.
- Also remember to replace the batteries in smoke detectors.

2016 Sewer Rates

Winter Averaging monitors the amount of water you use during the three complete billing cycles.

- Nov., Dec., and Jan. consumption is used to average your sewer rate.
- Spikes or excessive water consumption during Winter Averaging months can cause your sewer bill to increase.
- If you experienced a leak during this period, the City does have an adjustment policy provided you can document the repair of a leak.
- Leak adjustment forms can be completed on-line
- **The new sewer rate will be reflected on your April bill.**

Questions or concerns about your sewer charge should be directed to Amanda Borrego, the Utility Billing Coordinator at 882-1507 or aborrego@alamoheightstx.gov.

Online Services

Just a reminder that the City offers Online Services which allows you to

- access your utility account
- pay your bill and/or fines
- apply for a permit or trade licenses
- schedule permit inspections

All through a secured access point and offering 24/7 access to your account information. If you have not done so already, visit the City website at www.alamoheightstx.gov and sign up.

Signs of Problems - Hoverboard Safety



Hoverboard - part toy, part transportation. These self-balancing scooters have quickly become the latest fad. However, many hoverboards have been linked to fires. NFPA urges you to be fire safe when using these devices.

If you purchase a hoverboard remember:

- Choose a device with the seal on an independent testing laboratory.
- Read and follow all manufacturer directions. If you do not understand the directions, ask for help.
- An adult should be responsible for charging the hoverboard.

- Do not leave a charging hoverboard unattended.
 - Never leave the hoverboard plugged in overnight.
 - Only use the charging cord that came with the hoverboard.
 - Stop using your hoverboard if it overheats.
 - Extreme hot or cold temperature can hurt the battery.
- Hoverboards are fairly new to the mass market. Be on the lookout for updates from manufacturers and safety groups. Some hoverboard fires have involved the Lithium-Ion battery or charger. Signs you could have a problem:

- **Leaking fluids,**
- **Excessive heat**
- **Odor**
- **Sparking**
- **Smoke**

If you notice any of these signs stop using the device right away. Call 9-1-1. If safe to do so, move the hoverboard outside away from anything that can burn.



Your Source for SAFETY Information

NFPA Public Education Division • 1 Batterymarch Park, Quincy, MA 02169

VIAware - **STOP * LOOK * LISTEN**

Remember these three steps to help make roadways and walkways safer for everyone: **Stop, Look and Listen.** Here's how you can stay safe while waiting for the bus, when exiting the bus, and when preparing to cross the street.

STOP

- Be aware of your surroundings when at a bus stop or crossing the street.
- Wait on the sidewalk, not at the curb or in the street.
- Don't approach a moving bus and never chase a bus.
- Do not step in front of a bus or stand in between vehicles.

LOOK

- Wait for the bus to pull away and the stop to be clear before approaching the curb.
- Find the designated crosswalk and only cross there.
- Look left, right, and left again before crossing the street.
- Watch for and obey traffic and pedestrian signals.

LISTEN

- Listen for approaching vehicles, cyclists and pedestrians.
- Always listen to the bus operator's instructions.
- Remain alert to your surroundings at all times

For more information on VIAware visit VIAinfo.net.



CITY CALENDAR

FEBRUARY

Monday, February 15	Holiday - Presidents' Day	Offices Closed*
Tuesday, February 16	Architectural Review Board	5:30 p.m.
Monday, February 22	City Council Meeting	5:30 p.m.

MARCH

Wednesday, March 2	Board of Adjustment	5:30 p.m.
Monday, March 7	Planning and Zoning	5:30 p.m.
Monday, March 14	City Council Meeting	5:30 p.m.

*REGULAR GARBAGE PICK-UP

ALWAYS FOLLOW TRAFFIC SAFETY LAWS.