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If you are delinquent in paying your utility statement (water, sewer and solid waste services) from the City of Burleson, you may receive an automated phone call, email or text from the City starting next week.

The City's Blackboard Connect emergency phone notification system is now being used to notify customers that there is an issue with their utility account. This is being done in an effort to cut down on the number of water cutoffs due to non-payment. The phone calls, emails and text messages will be made to the telephone number that is on record with the City's utility customer service division. If you receive notification, that means your account is past due and that your home has been placed on the water cutoff list due to non-payment. The message will state that according to City records there is an issue with the utility account associated with the telephone number that is being called. The account holder will be advised to call Utility Customer Service at 817-426-9601 within 48 hours to resolve the issue.

Most recently, the Blackboard Connect emergency phone notification system has been used to alert residents to targeted ground-based spraying of mosquitoes for West Nile Virus as well as for street closures connected with the Renfro Street/Brushy Mound Road median turn lane project. Blackboard is most widely used to alert residents and business owners of possible severe thunderstorms or tornado warnings. The City has contracted with Blackboard Connect since 2008.

Blackboard Connect alerts are pre-recorded telephone messages made to the publicly-listed phone numbers of residents and businesses in the city. Individuals and businesses may also go online and add cell phone numbers so they can receive the pre-recorded voice message via a cell phone. The emergency alerts are sent by e-mail, if requested. This service is free to the public. The Blackboard Connect emergency phone and email notifications reach almost 11,800 contacts. In the case of severe thunderstorm warnings or tornado warnings, the message is also posted on the City's Facebook and Twitter pages.

To sign up for Blackboard Connect emergency phone notifications, go to www.burlesontx.com/weatheralerts. If you want to receive those same notifications through the City's Facebook or Twitter pages, become a fan of www.facebook.com/BurlesonTX and www.twitter.com/CityofBurleson.