

DISTRICT NEWS

February, 2011

NEW FEATURE - BUDGET BILLING

District 1-A has instituted a new feature for our residents to help manage finances throughout the year by balancing out District utility charges over a 12 month cycle. Customers that are interested in enrolling in this new program should visit our website at www.dentoncountyfwsd.com and look for the specifics in the utility billing section. Once you enroll in the new program, the monthly utility bill you receive will be based on a 12-month rolling average of your bill amount. The average is recalculated during each billing cycle, which will cause your payment amount to fluctuate somewhat from month to month, but it will balance your highs and lows throughout the year.

TRAFFIC SAFETY

Most residents have noticed during the month of January an enhanced presence by the Lewisville Police Department, Traffic Division. During the month of January, LPD ran traffic enforcement on 7 days, totaling 44 hours worked, and issued 192 citations. The breakdown of the 192 citations is as follows: 96 – speeding, 6 – seat belt, 50 – stop sign, and 50 – other. Please remember that most streets in the Castle Hills community are 25 mph, with the exception of Windhaven. Following the posted traffic signs will not only help your wallet, but will also help keep our community safe.

WATER CONSERVATION

Water conservation is typically thought of during the hot summer months when the water system is taxed at its highest levels. However, it is just as important to be conservative during the winter months when the need for outdoor water use is at its lowest. During the winter months, overwatering landscaping causes excessive water run-off in the streets and alleys which can cause icy conditions. Check your irrigation system controller and reduce the number of days, reduce the time each zone is running, or turn the system off and manually operate your irrigation system only when needed. Please visit our website at www.dentoncountyfwsd.com for details on our water conservation and drought contingency plans.

SEWER WINTER AVERAGE

Each year the resident sewer bill is calculated utilizing a method called Winter Averaging. Sewer billing is based on the average amount of water used during the months from November through February. The four month average volume is the amount of sewer you are then billed from March to February of the following year. Only residents that have an active account, at the same address, are eligible for Winter Averaging. All other residents are charged a flat fee until Winter Averaging is achieved. If you see a change in the sewer portion of your bill this spring, it is due to your Winter Average changing from last year.

DID YOU KNOW?

- You can pay your District utility bill either on-line through our website at www.dentoncountyfwsd.com or by setting up a monthly automatic bill pay through our office staff.
- There were 14 home permits issued in January.
- Customers purchased 31.24 million gallons of water in December, 2010 an increase of 9.55 million gallons from December, 2009. That represents an average increase of 2,702 gallons per connection this year.
- Castle Hills currently has 2,341 homes with an estimated population of 8,194.
- If you need after hour assistance from the District, you can call (972) 709-2359 for our on-call service.
- Most roadways in Castle Hills have only one lane in each direction, unless divided by painted lane markings or roadway buttons.