

DISTRICT NEWS

March, 2011

KEEP KIDS ALIVE, DRIVE 25

John Ehinger, a District 1-D Board member, presented a traffic education program to the District 1-A Board in February called Keep Kids Alive, Drive 25 (KKAD25). This multi-faceted program is a driver education/safety program designed to change the driving behaviors of motorists in Castle Hills. According to national research, pedestrians who are hit by a motorist going 30 mph are 3 times more likely to be killed than one hit by a motorist going 25 mph. The KKAD25 program was supported by the District 1-A Board and is in the program development stage. KKAD25 is a non-profit organization with the purpose of changing the way we drive on neighborhood streets (www.keepkidsalivedrive25.org). Watch for exciting updates in the community over the next few months as we begin implementation of this program.

TRAFFIC SAFETY

Most residents have noticed an enhanced presence by the Lewisville Police Department, Traffic Division. During the month of January, the Lewisville Police Department, Traffic Division ran traffic enforcement on 4 days, totaling 16 hours worked, and issued 51 citations. The breakdown of the 51 citations is as follows:

- 17 Speeding violations
- 0 Seat belt violations
- 20 Stop sign violations
- 14 Other violations

Please remember that the posted speed limit on most streets in the Castle Hills community is 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.

LANDSCAPE IRRIGATION SCHEDULE

As we move into spring and summer, water use begins to climb due to irrigation system use. Because of the extreme periods of cold we experienced in February, many irrigation systems have developed leaks in the main lines or sprinkler heads. All systems should be checked thoroughly and regularly for leaks which cause damage to your property and drive-up your water bills. Irrigation systems should be set so that the water soaks into the soil and does not run-off onto the sidewalks or streets. All systems should be set to run according to Stage 1 – Voluntary Water Conservation Conditions as follows:

- No outdoor water use between 10:00 a.m. and 7:00 p.m. except for hand-held hoses, with an automatic shut-off nozzle;
- Customers with odd-numbered addresses (1, 3, 5, 7, 9) are to irrigate on Tuesdays, Thursdays, and Saturdays;

- Customers with even-numbered addresses (0, 2, 4, 6, 8) are to irrigate on Mondays, Wednesdays, and Fridays; and
- No outdoor watering on Sundays.

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.

UTILITY BILLING CUSTOMER INFORMATION

On November 1, 2008, the Federal Trade Commission, along with other federal agencies created the “Red Flags Rule”, a federal regulation. The regulation requires companies who bill their customers for services to identify possible fraud situations and develop policies to prevent them. Denton County Fresh Water Supply District 1-A has determined that the best method of protecting our customers’ personal information is to require a confirmation of the customer’s identity before speaking with them about their utility account. Information regarding an account will only be shared with the person(s) listed on the account. Therefore, our customer service personnel will ask all customers to verify their identity before discussing any account information. Thank you for your patience and understanding when making inquiries, as our goal is to provide you with the best protection possible of your personal information.

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 Budget Billing program should visit our website 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.

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 7 home permits issued in January.
- Customers purchased 20.28 million gallons of water in January, 2011 an increase of 2.84 million gallons from January, 2010. That represents an average increase of 364 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.