

DISTRICT NEWS

May, 2011

KEEP CASTLE HILLS CLEAN

With the advent of spring, residents begin posting personal signs on street signs, stop signs, trees, speed limit signs, fire hydrants, and the like announcing everything from garage sales, to lost pets and missing items. Please keep in mind that it is against District rules to affix any signage to light poles, park signs, or any traffic signs. The materials that are used to affix signs to the poles damage the finishes, create unwanted trash and clutter, and degrade the community visually. Our District staff spends time each month removing the signs which takes them away from their normal duties.

LANDSCAPE IRRIGATION SCHEDULE

As we move into spring and summer, water use begins to climb due to irrigation system use. 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;
- 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, www.dentoncountyfwsd.com, for details on our water conservation and drought contingency plans.

COMMON BANK “BILL PAY” PROBLEMS

19% of the residential customers pay their utility bill through their own bank’s “Bill Pay” feature. Customers should keep in mind that it generally takes up-to two days from the date your bank process the payment for the District to receive the funds. Utility bills are due no later than the 25th of each month, unless the 25th falls on a weekend or holiday, which pushes the due date to the next business day. Please allow an appropriate amount of time for the District to receive your payment so no Late Charges are assessed your account. The District also has an Auto Draft feature to prevent Late Charges. For more information on utility bill payment options, please visit our website at www.dentoncountyfwsd.com.

WHY IS WATER CONSERVATION IMPORTANT?

Did You Know...

WATER WASTE AT 40 LBS. PRESSURE

(Castle Hill's pressure ranges from 60 lbs. to 90 lbs.)

A 1/32" LEAK WASTES 180 GALLONS IN 24 HOURS
A 1/16" LEAK WASTES 690 GALLONS IN 24 HOURS
A 1/8" LEAK WASTES 2,760 GALLONS IN 24 HOURS
A 1/4" LEAK WASTES 11,030 GALLONS IN 24 HOURS

Water Usage Facts

TOILET FLUSH = 5 TO 7 GALLONS
SHOWER = 25 TO 50 GALLONS
HAND WASHING = 2 GALLONS WITH RUNNING TAP
TOOTH BRUSHING = 2 GALLONS WITH RUNNING TAP
OUTDOOR WATERING = 5 TO 10 GALLONS PER MINUTE
AUTOMATIC DISHWASHER = 10 GALLONS
DISHWASHING BY HAND = 20 GALLONS
STANDARD TUB BATH = 36 GALLONS

ANNUAL WATER QUALITY REPORT

Each year, the District is required to provide each customer with drinking water quality reports. Currently, the District receives water from two sources, the Upper Trinity Regional Water District and the City of Lewisville. The water that is purchased from the City of Lewisville is treated by Dallas Water Utilities and delivered to the District through a water purchase agreement with the City of Lewisville. Both the Upper Trinity Regional Water District and Dallas Water Utility 2010 Drinking Water Quality Reports can be found on our website at www.dentoncountyfwsd.com under the Public Works tab.

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 15 home permits issued in March.
- Customers purchased 40.97 million gallons of water in March, 2011 an increase of 19.78 million gallons from March, 2010. That represents an average increase of 6,930 gallons per connection for March of this year compared to last year.
- Castle Hills currently has 2,355 homes with an estimated population of 8,219.
- 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.