

## DISTRICT NEWS

July, 2011

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### LANDSCAPE IRRIGATION SCHEDULE

Summer heat has arrived, which also which drives heavy outdoor landscape irrigation. 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](http://www.dentoncountyfwsd.com), for details on our water conservation and drought contingency plans.

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### TRAFFIC SAFETY

Most residents have noticed an enhanced presence by the Lewisville Police Department, Traffic Division. From January through May, LPD has worked 43 separate days, totaling 156 hours. During this time a total of 767 citations have been issued. The breakdown of the 767 citations is as follows: 483 – speeding, 13 – seat belt, 125 – stop sign, and 146 – other. This enforcement activity was started in response to feedback from residents about ongoing traffic safety concerns and is planned to continue until a noticeable decrease in citations is achieved. 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.

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### WHO DO I CALL?

Have you ever wondered how to have a street light repaired, a street sign fixed, how to report a water leak, or any other type of “city service” type question? The District has several avenues to assist our residents to answer these questions and respond to areas of concern. During normal business hours you can call (972) 899-4000 to speak to one of our staff members. After hours we have a 24-hour call service, (972) 709-2359, that can dispatch our on-call staff to address emergency issues. Our website, [www.dentoncountyfwsd.com](http://www.dentoncountyfwsd.com) has a link that allows residents to send a notification of an area of concern. We are here to help keep this community safe and working to your expectations. Please let us know if we can be of assistance.

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## COMMON BANK “BILL PAY” PROBLEMS

19% of the residential customers pay their utility bill through their own banks “Bill Pay” feature. Customers should keep in mind that it generally takes up-to two days from the date your bank processes the payment for the District to receive the funds. Utility bills are due no later than the 25<sup>th</sup> of each month, unless the 25<sup>th</sup> falls on a weekend or holiday, which pushes the due date back to the next business day. Please allow an appropriate amount of time for the District to receive your payment so that no Late Charges are assessed on 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](http://www.dentoncountyfwsd.com).

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## 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, [www.dentoncountyfwsd.com](http://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.

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## DID YOU KNOW?

- You can pay your District utility bill either on-line through our website at [www.dentoncountyfwsd.com](http://www.dentoncountyfwsd.com) or by setting up a monthly automatic bill pay through our office staff.
- There were 23 home permits issued in April.
- Customers purchased 45.26 million gallons of water in May, 2011 a decrease of 13.53 million gallons from May, 2010. That represents an average decrease of 6,997 gallons per connection for May of this year compared to last year. Thanks for your water conservation efforts.
- Castle Hills currently has 2,386 homes with an estimated population of 8,351.
- 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.