DISTRICT NEWS

September, 2011

STAGE 2 WATER MANAGEMENT

Beginning July 29, 2011, Stage 2 Water Management was initiated in response to the extreme heat and drought conditions. Stage 2 Water Management will remain in effect until weather patterns change and reduce the daily demands of the water system. All water customers must adhere to Stage 2 Requirements:

- **No outdoor water use between 10:00 a.m. and 7:00 p.m.;**
- **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.

A common question that is asked by many residents is "why does the golf course not have to comply with the water restrictions?" The golf course irrigation system utilizes non-potable water, which is not drinking water, and does not have a negative impact on the "household" water system. Daily irrigation by the golf course has no impact on the availability of the water that is used for potable and emergency use.

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, 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.

UTILITY BILLING

Over the past several months, District 1-A has implemented several billing features and enhancements designed to make the utility billing process more user friendly. We now offer budget billing, e-billing, and many other payment and notification options for your convenience. For more information on utility bill payment options, please visit our website at www.dentoncountyfwsd.com.

ANNUAL BUDGET MEETINGS

In August, each of the District Board of Directors began the Operating Budget review and approval process for fiscal year 2011/12, which begins October 1. If you have an interest in seeing how your tax dollars are used, please attend one of the September Board meetings. If you would like to review budget recommendations, budget documents, or other budgeting information, please visit our website at www.dentoncountyfwsd.com.

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 31 homes permitted in June and 13 permitted in July.

- Customers purchased a record 102.8 million gallons of water in July, 2011 an increase of 28 million gallons from July, 2010. That represents an average increase of 8,137 gallons per connection for July of this year compared to last year. Please help conservation water.

- Castle Hills currently has 2,426 homes with an estimated population of 8,491.

- 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.