

A MESSAGE FROM THE CITY MANAGER

We live in a first class city where residents and business owners are involved, caring and have a genuine can-do attitude. Dallas is cosmopolitan and artistic, with a dash of bravado. It's that swagger and confidence that drives our diverse communities to tackle challenges. This year, like many cities, we face a budget challenge.

Meeting that challenge means we must work creatively to deliver quality services within our budget while remaining sensitive to the needs of the community. To balance the budget, we've made changes that include a reduction in workforce, department consolidations and reductions or cuts in services.

The basic challenge that faces any city government is to serve its citizens well. Under current circumstances, this challenge is expanded to also deliver quality services within the City's means.

It's important to note that our City's strength and resiliency has been tested before. And as we've done in the past, we will meet the challenges by working more creatively and prudently to provide the best possible services to Dallas residents.

Today's challenges will be met, and the result will be a brighter future for Dallas: a city of opportunity, vitality and diversity. As the City contracts to fit the current economy, we are poised to capitalize on the recovery opportunities that will allow us to fulfill our commitment to give future residents of Dallas an even better city than we inherited.

Sincerely,

Mary K. Suhm
City Manager

City of Dallas 2009/2010 Water and Associated Rate Changes

You will begin to see changes this month to your water, wastewater, sanitation services, and stormwater rates. These changes were made to more accurately align service levels and costs. The changes became effective October 1, 2009.

Water and Wastewater Services

Residential water and wastewater rates have increased to help Dallas Water Utilities continue to maintain and improve your water service. Additional revenues will pay for increased service demands, maintenance and replacement of aging infrastructure and operation of recently constructed facilities. Dallas Water Utilities provides water and wastewater services of high quality and recovers all of its costs through rates, which remain among the lowest in the country for comparable utilities.

Water and wastewater rates have two components, a customer charge and a volume usage charge. Wastewater volume is based on actual usage or winter average, whichever is less.

Customer Charge (5/8" meter)	Water		Wastewater	
	Old	New (Effective 10/01/09)	Old	New (Effective 10/01/09)
	\$3.90	\$4.00	\$3.49	\$3.77
Usage (per 1,000 gal.)				
Residential				
0-4,000 gal.	\$1.50	\$1.54	\$4.19	\$4.26
4,001-10,000 gal.	\$2.80	\$3.00	\$4.19	\$4.26
10,001-15,000 gal.	\$3.92	\$4.20	\$4.19	\$4.26
Above 15,000 gal.	\$5.02	\$5.38	\$4.19	\$4.26
General Service				
0-10,000 gal.	\$1.95	\$2.03	\$2.62	\$2.74
Above 10,000 gal.	\$2.39	\$2.50	\$2.62	\$2.74
Above 10,000 gal. and 1.4 times annual average monthly usage	\$3.52	\$3.68	\$2.62	\$2.74

Stormwater

The stormwater fee was implemented in 1991 to provide a dedicated funding source for costs associated with maintaining the drainage system and compliance with related state and federal regulations. Additional expenses are required to address the new standards adopted by the United States Army Corps of Engineers regarding the levee maintenance program. Adjustments were also made in order to make the rates more equitable across the city.

Residential	Old	New (Effective 10/01/09)
Up to 4,500 sf	\$2.50/Mo.	Up to 6,000 sf \$3.65/Mo.
4,501-9,000 sf	\$3.99/Mo.	6,001-8,000 sf \$5.77/Mo.
9,001-20,000 sf	\$5.80/Mo.	8,001-17,000 sf \$7.77/Mo.
20,001-40,000 sf	\$10.16/Mo.	17,001-215,000 sf \$13.87/Mo.
Greater than 40,000 sf	\$43.06/Mo.	Greater than 215,000 sf \$43.87/Mo.
Non-Residential	\$0.1031*	Non-Residential \$0.1589*
Vacant (Undeveloped)		Vacant (Undeveloped)
Vacant (<5 Acres)	\$0.1031*	Vacant (<5 Acres) \$0.1589*
Vacant (>5 Acres)	\$56.15/Mo.	Vacant (>5 Acres) \$57.10/Mo.
* per 100 square feet of impervious area		* per 100 square feet of impervious area

Sanitation

The residential Sanitation rate has decreased from \$20.98 (\$22.71w/tax) to \$20.34 (\$22.02 w/tax) per month. This rate decrease is primarily due to the success of OneDAY Dallas, the city's new once-weekly garbage and recycling collection service. This past year, 25% of the city's residential customers in far North/Northwest Dallas switched to OneDAY. **In March 2010, the remaining 75% of the City will transition to once-weekly garbage and recycling collection.** Note: Other residential service rates decreased an average of 3.05%.

For more information call DWU customer service at 214-651-1441 or visit www.dallascityhall.com