

Executive Management - Director and Assistant Directors perform executive management team functions for DWU.

Administration Services - Provide federal & state mandated training to all staff and general administrative tasks.

Conservation Management - Develop plans regarding water supply in North Texas area, analyze impact of water conservation, education and outreach initiatives, and plans long-range water conservation efforts.

Utility Automation & Integration - Develop and implement a GIS, develop strategies for departmental automation and integration.

Planning - Ensures maintenance and processing of water rights, coordinates preparation of capital budget, and produces productivity reports, daily operation reports, and monthly performance reports.

Financial Planning - Provides technical, mathematical, accounting, financial, budget support and analytical expertise to appropriate entities.

Revenue and Business - Provide accurate and timely recording and reporting of financial activity, collection payment processing and credit services; provide support for the Customer Information Automated Billing System (Pay 1).

DWU FUNCTIONS (service area 699 square miles):

| Activity | Description | Significant Aspects |
|---|--|-----------------------------|
| Business and Customer Operations | <p>Provides accounting, financial, and budget support to the Water Utilities Department; and provides customer relations, billings, credit and collections activities, customer information, and all meter-associated services to the water, wastewater and stormwater utility customers. Responsible for meter reading, operation support activities, meter exchanges, meter leak repairs and maintenance of meter reading system. In addition, this program provides for the management of wholesale water and wastewater services to other governmental entities within the utility's service area.</p> <p>Business Field Operations consists of: Meter Activities Division and Material Services Division (8 locations) which comprises of warehousing facilities that provide supplies and equipment to DWU operations.</p> | <i>Significant Aspects:</i> |
| Capital Improvement Operations | <p>Plans, designs, constructs and inspects the capital projects needed to provide customers with water and wastewater facilities to meet the growth of the community, extension of water and wastewater mains, modification of facilities to meet changes in State and Federal regulatory requirements (Environmental Protection Agency, Administrative Orders, Safe Drinking Water Act treatment parameters and Clean Water Act discharge limitations), and the rehabilitation and replacement of deteriorated or obsolete facilities.</p> <p>Capital Improvements/Administration and Field Operations consists of: Engineering Services, Wastewater Facilities Project Management, Water Facilities Project Management, Pipeline Project Management, Mapping and Capital Services (including vault services: maps and plans), Utility Automation and Integration.</p> | <i>Significant Aspects:</i> |

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| <p>Wastewater Operations</p> | <p>Are responsible for collecting, transporting, controlling the discharge of, and treating domestic and industrial wastes; and maintaining treatment plants and pipelines in the wastewater system. There are two wastewater treatment plants which include Central and Southside Wastewater Treatment Plants. From 2005-2006, DWU provided 170.4 billion gallons of treated water. DWU has a 260 MGD wastewater treatment capacity and has 4,178 miles of wastewater collection main and serves 11 customer cities.</p> <p>Wastewater Operations comprises: 2 wastewater treatment plants, 14 sanitary sewer lift stations, 3 wastewater collections system maintenance locations (north, south, and support & regulatory services), one pump station (Cadiz St.), Pretreatment and Laboratory Services, (PALS), PALS Analytical and Process Central, PALS Process Southside, PALS excess flow.</p> | <p><i>Significant Aspects:</i></p> |
| <p>Water Operations</p> | <p>Are responsible for operating and maintaining the raw water impoundment, watershed management, and the purification, pumping and distribution of potable water. Water operations treats up to a capacity of 900 million gallons per day and distributes potable water through 23 water pump stations, 9 elevated and 12 ground water storage tanks, and 4,781 miles of water distribution mainline and serves 24 treated and 4 treated customer cities. Surface water is from five reservoirs-Lewisville, Grapevine, Ray Hubbard, Tawakoni, and Ray Roberts.</p> <p>Water Operations comprises: three water treatment plants, Bachman, Elm fork and Eastside with a city owned reservoir, spillway and maintenance facility (Lake Ray Hubbard). Water Operations has 2 distribution services locations (North and South), a meter repair and testing facility, and an equipment storage yard. There are 23 pump stations, 21 water storage tanks, 38 pressure point & system valve locations, 32 customer city vault locations, 3 dams, and 2 maintenance support facilities.</p> | <p><i>Significant Aspects:</i></p> |