

Dallas Water Utilities

FACT SHEET

City of Dallas Water Utilities is a not-for-profit department of the City of Dallas providing water, wastewater and storm drainage services to about 2.5 million people in Dallas and 27 nearby communities. Its operations are funded through water, wastewater and stormwater rates paid by customers. Customers' water use is metered to ensure accurate billing.

Year founded:	1881
Population served:	1,314,610 in Dallas 1,120,905 in wholesale customer cities (treated water) 95,825 in wholesale customer cities (untreated water)
Number of wholesale customers:	23 treated water, 4 untreated water, 11 wastewater
Size of service area:	Approximately 700 square miles
Water supply:	Surface water from six reservoirs --- Lewisville, Grapevine, Ray Hubbard, Tawakoni, Ray Roberts, Fork
Water treatment plants:	Three --- East Side, Elm Fork, Bachman
Water treatment capacity:	900 million gallons a day
Miles of water main:	5,005
Record day water use:	789.6 million gallons, September 4, 2000
Max day water use in FY2019-20:	588 million gallons, August 12, 2020
Treated water provided in FY2019-20:	139 billion gallons
Wastewater treatment plants:	Two --- Central and Southside
Wastewater treatment capacity:	280 million gallons a day
Miles of wastewater main:	4,052
Wastewater treated in FY2019-20:	72 billion gallons
Number of storm drainage pump stations:	11
Storm drainage pumping capacity:	4.3 billion gallons per day
Miles of storm drainage pipe:	1,963
Number of acres within the floodplain:	39,000
Water, wastewater and storm drainage pipeline replacements FY2019-20:	Awarded construction contracts that will result in the replacement/rehabilitation of 71 miles of pipelines