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: 1,301,970 in Dallas
1,093,717 in wholesale customer cities (treated water)
100,473 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: 4,986

Record day water use: 789.6 million gallons, September 4, 2000

Max day water use in FY2018-19: 605.5 million gallons, August 21, 2019

Treated water provided in FY2018-19: 135 billion gallons

Wastewater treatment plants: Two --- Central and Southside

Wastewater treatment capacity: 280 million gallons a day

Miles of wastewater main: 4,046

Wastewater treated in FY2018-19: 84 billion gallons

Number of storm drainage pump stations: 11

Storm drainage pumping capacity: 2.8 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 FY2018-19: Awarded construction contracts that will result in the replacement/rehabilitation of 73 miles of pipelines