

City of Dallas utility fees effective October 1, 2024

For a summary of current fees included on your City of Dallas utility bill, refer to the bill insert below. Also, below is an example of a utility bill with brief descriptions of included services and fees.

City of Dallas utility fees effective October 1, 2024

WATER AND WASTEWATER RATES

Dallas Water Utilities implemented rate adjustments to maintain a high standard for water, wastewater (sewer) and stormwater services. Rates consist of a customer charge and a volume usage charge. Wastewater volume is based on actual water usage or the winter average, whichever is less.

CUSTOMER CHARGE	WATER		WASTEWATER	
	Old	New	Old	New
5/8-inch meter*	\$5.79	\$5.80	\$5.21	\$5.24
USAGE (per 1,000 gallons)				
Residential				
Up to 4,000 gal.	\$2.03	\$2.07	\$5.81	\$5.88
4,001 – 10,000 gal.	\$4.44	\$4.53	\$5.81	\$5.88
10,001 – 20,000 gal.	\$7.26	\$7.44	\$5.81	\$5.88
20,001 – 30,000 gal.	\$10.34	\$10.61	\$5.81	\$5.88
Above 30,000 gal.	\$12.03	\$12.35	\$5.81	\$5.88
General Services (Non-residential)				
Up to 10,000 gal.	\$4.83	\$4.97	\$4.96	\$5.12
Above 10,000 gal.	\$5.31	\$5.46	\$4.96	\$5.12
Above 10,000 gal. and 1.4 times annual average monthly usage	\$8.05	\$8.10	\$4.96	\$5.12

**5/8-inch is the average residential customer's meter size.*

STORMWATER DRAINAGE MANAGEMENT FEE

The monthly stormwater fee has increased to improve citywide stormwater drainage and flood management infrastructure.

Residential

Impervious Area	Old	New
Up to 2,000 sq. ft.	\$4.87	\$5.11
2,001 – 3,500 sq. ft.	\$7.75	\$8.14
3,501 – 5,500 sq. ft.	\$11.59	\$12.17
More than 5,500 sq. ft.	\$18.96	\$19.91

Non-residential
This fee is calculated based on \$2.75 per 1,000 square feet, or parts thereof, of impervious area. The minimum monthly charge for non-residential customers is \$7.86.

SANITATION FEE


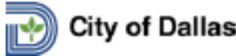
Sanitation Services has increased the residential sanitation fee from \$37.98 (\$41.11 with tax) to \$39.73 (\$43.01 with tax) per month to maintain the cost of delivering solid waste services. Additional information is available at dallas.gov/Sanitation.

ENVIRONMENTAL CLEANUP FEE

Beginning Oct. 1, 2024, the City of Dallas will launch *Clean Sweep!*, an initiative that supports clean neighborhoods, streets, public rights-of-way and waterways. A new environmental cleanup fee of \$3.00 per month will be included on all City of Dallas utility accounts to support the *Clean Sweep!* initiative. The fee will fund litter removal, mowing and nuisance abatement on public rights-of-way, homeless encampment cleanup, additional collection of debris after severe storms, zero waste (source reduction and waste diversion), disposal of household hazardous waste and dead animal removal. To report *Clean Sweep!* related issues, submit a service request online at dallas.gov, use the Dallas 311 mobile app or call 3-1-1.

For questions regarding service rates and fees, please call DWU Customer Service at 214-651-1441 between 8 a.m. - 5 p.m., Monday through Friday or visit dallas.gov.

Publication No.: FY 23-24:118

Understanding your City of Dallas utility bill

Water Charges
Water meters are read monthly to determine how much water a home or business consumes. DWU rates consist of a customer usage charge.

Wastewater (Sewer) Charges
Wastewater volume is based on actual water usage or the winter average, whichever is less.

Sanitation Charges
The Department of Sanitation Services assesses a monthly sanitation fee to maintain the cost of administering solid waste services.

Stormwater Charges
A monthly stormwater fee is assessed to residential and non-residential customers to maintain and improve citywide stormwater drainage. The fee is based on the impervious area of the property.

Environmental Cleanup Fee
The fee will fund litter removal, mowing and nuisance abatement on public rights-of-way, homeless encampment cleanup, additional collection of debris after severe storms, zero waste (source reduction and waste diversion), disposal of household hazardous waste and dead animal removal.

Utilities And Services
City of Dallas
Customer Name: JOHN DOE
Account Number: 100234567
Service Address: 100 ANYWHERE DR

Amount Due by 5/31/24 \$257.20
Amount Due after 6/6/24 \$269.90

Invoice 051252096695 Issued 5/16/24 Page 1 of 2

INVOICE SUMMARY

Previous Balance	\$526.33
Payment(s)	(\$526.33)
Balance Forward	\$0.00
Current Charges (See back for details)	
Water Charges	\$96.45
Sewer Charges	\$108.05
Sanitation Charges	\$41.11
Storm Water Charges	\$11.59
Environmental Cleanup Fee	\$3.00
Total Current Charges	\$257.20
Total Amount Due	\$257.20

SPECIAL MESSAGES

DallasGo, the new payment platform to pay your water bill online, is available now! To get started, visit dallas.gov/DallasGo. For assistance, email dallasgo@dallas.gov or call DWU Customer Service at 214-051-1441, 9 a.m. to 5 p.m., Monday through Friday.

¡Ya está disponible DallasGo, la nueva plataforma en línea para pagar su factura de agua! Para empezar, visite dallas.gov/DallasGo. Si necesita asistencia, envíe un mensaje a dallasgo@dallas.gov o llame a Servicios de Agua de Dallas al 214-051-1441 entre 9 a.m. a 5 p.m. de lunes a viernes.

Call 3-1-1 to request or report an emergency water turn-off, a water main break, a water meter leak, a fire hydrant leak or a clogged or overflowing wastewater main.

CONTACT US?
Phone: (214) 851-1441
Email: WaterSpecialtyUnit@dallas.gov
Mail: 1500 Marilla, 3ANorth, Dallas, TX 75201

BE A GOOD NEIGHBOR!
Operation WaterShare, Helps pay water bills for customers facing temporary financial setbacks.

Mayor's Summer Reading Program The Mayor's Summer Reading program attracts 16,000+ Dallas children choosing to spend summer reading at Dallas Libraries. The program helps students retain reading skills. Programs and prizes make it fun!

Keep this portion for your records. ID:302405169V0006-13068-00000120

Please return this portion with your payment

ACCOUNT NUMBER: 100746210

Amount Due by 5/31/24 \$257.20
Amount Due after 6/6/24 \$269.90

Operation WaterShare _____
Mayor's Summer Reading _____
Total Amount Enclosed \$ _____

Check here for change of address on back

004033 000001254
1007462106 00000257209 00000269907 00000000001 101 43 20241520

John Doe
100 Anywhere Dr.
Dallas, TX

Water Charges

Water meters are read monthly to determine how much water a home or business consumes. DWU rates consist of a customer usage charge. Funds from this charge support the delivery of high-quality supply of safe drinking water.

Wastewater (Sewer) Charges

Wastewater volume is based on actual water usage or the winter average, whichever is less. Funds from this charge support wastewater collection and treatment services.

Sanitation Charges

The Department of Sanitation Services assesses a monthly sanitation fee to maintain the cost of administering solid waste services. For more information on the sanitation fee please visit dallas.gov/sanitation.

Stormwater Charges

A monthly stormwater fee is assessed to residential and non-residential customers to maintain and improve citywide stormwater drainage. The fee is based on the impervious area of the property. To access and review your stormwater fees, visit <http://dallasfeefinder.com> and input your address or Parcel ID for more details.

Environmental Cleanup Fee

A new monthly environmental cleanup fee of \$3.00 will be included on all City of Dallas utility accounts for the launch of **Clean Sweep!**, an initiative that supports clean neighborhoods, streets, public rights-of-way and waterways. The fee will fund litter removal, mowing and nuisance abatement

on public rights-of-way, homeless encampment cleanup, additional collection of debris after severe storms, zero waste (source reduction and waste diversion), disposal of household hazardous waste and dead animal removal.

For questions regarding Dallas Water Utilities, please visit dallas.gov/water. For more information on Sanitation Services, please visit dallas.gov/sanitation. Service requests may be submitted [online](#) or on the Dallas 311 mobile app available for download on [iOS](#) and [Android](#) devices.