

## 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.



City of Dallas

Utilities  
And  
Services

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
<b>Current Charges (See back for details)</b>	
Water Charges	\$96.45
Sewer Charges	\$108.05
Sanitation Charges	\$41.11
Storm Water Charges	<b>\$11.59</b>
Environmental Cleanup Fee	\$3.00
<b>Total Current Charges</b>	<b>\$257.20</b>
<b>Total Amount Due</b>	<b>\$257.20</b>

### SPECIAL MESSAGES

DallasGo, the new payment platform to pay your water bill online, is available now! To get started, visit [dallas.gov/DallasGo](https://dallas.gov/DallasGo). For assistance, email [dallasgo@dallas.gov](mailto:dallasgo@dallas.gov) or call DWU Customer Service at 214-851-1441, 8 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](https://dallas.gov/DallasGo). Si necesita asistencia, envíe un mensaje a [dallasgo@dallas.gov](mailto:dallasgo@dallas.gov) o llame a Servicios de Agua de Dallas al 214-851-1441 entre 8 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) 651-1441  
Email: [WaterSpecialtyUnit@dallas.gov](mailto: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 18,000+ 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-20240516INVOICE-12065-00000125

Please return this portion with your payment



City of Dallas

Dallas Water Utilities  
PO Box 880025  
Dallas TX 75288-0025

ACCOUNT NUMBER:  
100746210

#### MAIL PAYMENT TO

City of Dallas  
City Hall, 2D South  
Dallas TX 75277

Amount Due by 5/31/24	\$257.20
Amount Due after 6/6/24	\$269.90
Operation WaterShare	_____
Mayor's Summer Reading	_____
<b>Total Amount Enclosed</b>	<b>\$ _____</b>

Check here for change of address on back

006033 000001254



23486

John Doe  
100 Anywhere Dr.  
Dallas, TX

1007462106 00000257209 00000269907 00000000001 101 43 20241520