

# CUSTOMER INFORMATION

## DENTON MUNICIPAL UTILITIES



### Electric Rates Residential

<b>Facility Charge</b>	\$8.67/bill (single phase) \$16.02/bill (prepaid service) \$17.33/bill (three phase)
<b>Usage Charge</b>	
Winter (November-April)	\$0.0684/KWH (first 600 KWH) \$0.0455/KWH (additional KWH)
Summer (May-October)	\$0.0684/KWH (all KWH)
<b>Energy Cost Adjustment</b>	\$0.0341/KWH (all KWH)

### Solid Waste Rates Residential

#### Residential Trash and Recycling

Trash Cart Size	One Cart	Two Carts
Large Trash Cart	\$25.04/bill	\$41.61/bill
Standard Trash Cart	\$20.51/bill	N/A
<b>Yard Waste Subscription</b>		
Kraft Bags (bags not provided)		\$1.00/bill
Cart		\$.50/bill (plus \$20 one-time cart fee)

#### Landfill Rates

Gate Rate (Denton residents & businesses)	\$44.00 per ton
Minimum Charge (per load)	\$25.00

### Water Rates Residential

<b>Facility Charge</b>	
3/4" Meter	\$15.84/bill
1" Meter	\$20.59/bill
1 1/2" Meter	\$26.93/bill
2" Meter	\$34.06/bill
<b>Volume Charge</b>	
Winter (November-April)	\$4.05/1,000 gallons (all consumption)
Summer (May-October)	\$4.05/1,000 gallons (up to 15K gallons/bill) \$5.76/1,000 gallons (15,001-30K gallons/bill) \$7.95/1,000 gallons (30,001-50K gallons/bill) \$10.64/1,000 gallons (50K+ gallons/bill)

Irrigation Customers- See rate ordinance for applicable rates.

### Wastewater Rates Residential

<b>Facility Charge</b>	\$11.00/bill
<b>Volume Charge</b>	\$3.80/1,000 gallons effluent
(Billing based on 100 percent of average monthly water billed from Dec.-Feb.) (18,000 gallon wastewater volume cap.)	

### Drainage Rates Residential

Square Feet in Block	Monthly Charge per Bill
0-600	\$.50
601-1,000	\$1.00
1,001-2,000	\$3.35
2,001-3,000	\$5.45
3,001-4,000	\$7.60
4,001-5,000	\$9.75
5,001-6,000	\$12.00
6,001+	\$15.50

**Commercial utility rate information is available at [www.cityofdenton.com/commercialrates](http://www.cityofdenton.com/commercialrates).**

**All rates are effective as of Oct. 1, 2020**

A complete copy of utility rates can be obtained at [www.cityofdenton.com](http://www.cityofdenton.com) and at all Denton Public Libraries.  
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# DENTON MUNICIPAL UTILITIES

## Rates | Fees | Services



Over the last three years, utility rates have decreased or remained the same.

**For the 2020-21 fiscal year, commercial and residential water rates will decrease by 2% and the residential solid waste cart rate will decrease by 5%.**

### UTILITY RATE HISTORY

	FY 17-18*	FY 18-19**	FY 19-20	FY 20-21
Electric (1,200 kWh/month)	\$129.26	\$124.80	\$124.80	\$124.80
Water (9,200 gallons/month)	\$54.18	\$54.18	\$54.18	\$53.10
Wastewater (5,400 gallons/month)**	\$33.12	\$31.52	\$31.52	\$31.52
Solid Waste - Standard Cart*	\$24.51	\$24.51	\$21.51	\$20.51
<b>Total</b>	<b>\$243.50</b>	<b>\$235.01</b>	<b>\$232.01</b>	<b>\$229.93</b>

\*FY 17-18 and FY19-20 reflect mid-year rate decreases  
 \*\*FY 18-19 reflects a 5% rate decrease and min volume decrease from 6,000 to 5,400

### WHO TO CALL

**Utility emergency: (940) 349-7000**

Customer Service Billing, Water/Wastewater/ Drainage, or Solid Waste & Recycling:  
**(940) 349-8700**

Schedule yard and brush waste pickup with the Solid Waste automated self-service line:  
**(940) 349-8740**

### DENTON MUNICIPAL ELECTRIC

When there are no major events, DME's current average outage response time is:

**26 minutes**

In 2019, the average response time for all U.S. electric utilities was:

**143 minutes**

Response time includes, the time from the start of the outage to the time the repair crew arrives on site.

Due to DME's exemplary response time, they were recognized in 2019 by the American Public Power Association for reliable electric service.

## TRASH OR RECYCLING?

### Recycling goes HERE

Empty, clean, dry & loose

- Steel & Aluminum Cans
- Boxboard & Cardboard
- Cartons & Juice Boxes
- Plastics #1-7
- Glass Bottles
- Mixed Paper

### Trash goes HERE

Bag all items before placing in trash

- Styrofoam
- Masks
- Food Waste
- Gloves

Bag it, then trash it!

### WATER & WASTEWATER BILLING

Included on your bill is a consumption graph, which shows the current month plus your previous 12 months of usage. This helps you keep track of your usage over time. This is helpful, because your billing rate may change based on the time of year and your amount of usage.

For example, in the winter, the rate is \$4.05 for every 1,000 gallons used. In the summer, if you use more than 15,000 gallons a month, rates increase based on excess usage. See the back page for a rate breakdown, and if you have questions, give us a call at (940) 349-8700.