



# CONSUMER INFORMATION

## DENTON MUNICIPAL UTILITIES

### ELECTRIC RATES

#### Residential

<b>Facility Charge</b>	\$8.67/bill (single phase) \$17.33/bill (three phase)
<b>Usage Charge</b>	
Winter (November-April)	6.84¢/KWH (first 600 KWH) 4.55¢/KWH (all additional KWH)
Summer (May-October)	6.84¢/KWH (all KWH)
<b>Energy Cost Adjustment*</b>	3.41¢/KWH (all KWH)
<b>Transmission Cost Recovery Factor**</b>	0.372¢/KWH (all KWH)

#### Residential Renewable Energy

<b>Facility Charge</b>	\$8.67/bill (single phase) \$17.33/bill (three phase)
<b>Usage Charge</b>	
Winter (November-April)	6.84¢/KWH (first 600 KWH) 4.55¢/KWH (all additional KWH)
Summer (May-October)	6.84¢/KWH (all KWH)
<b>Renewable Cost Adjustment*</b>	3.81¢/KWH (all KWH)
<b>Transmission Cost Recovery Factor**</b>	0.372¢/KWH (all KWH)

#### General Service Small

<b>Facility Charge</b>	\$16.60/bill (single phase) \$22.17/bill (three phase)
<b>Usage Charge</b>	
First 2,500 KWH	8.52¢/KWH
All additional KWH	4.46¢/KWH
<b>Energy Cost Adjustment*</b>	3.41¢/KWH (all KWH)
<b>Transmission Cost Recovery Factor**</b>	0.372¢/KWH (all KWH)

#### Commercial Renewable Energy

1,000 KWH Blocks	3.81¢/KWH (all KWH)
100% of Actual Energy Consumption	3.81¢/KWH (all KWH)

\*The Energy Cost Adjustment and Renewable Cost Adjustment rates are adjusted periodically as the energy market fluctuates. Call for current rates.  
\*\*The Transmission Cost Recovery Factor rate is adjusted periodically as Electric Reliability Council of Texas transmission tariffs fluctuate. Call for current rates.

### SOLID WASTE RATES

#### Residential Refuse and Recycling

Trash Cart Size	One Cart	Two Carts
Large Trash Cart	\$29.26/bill	\$46.64/bill
Standard Trash Cart	\$24.51/bill	N/A

(Each rate includes one standard-size recycling cart.)

#### Commercial Front and Side Load

Container Type	Billing per Cubic Yard
Commercial Side Load	\$34.88
Commercial Front Load	\$24.72

#### Commercial Open Top (Roll-Off)

<b>Monthly Rental</b>	\$167.08
<b>Collection Charge*</b>	\$275.00

\*Plus landfill fees based on weight.

### WATER RATES

#### Residential

<b>Facility Charge</b>	
3/4" Meter	\$16.00/bill
1" Meter	\$20.80/bill
1 1/2" Meter	\$27.20/bill
2" Meter	\$34.40/bill
<b>Volume Charge</b>	
Winter (November-April)	\$4.15/1,000 gallons (all consumption)
Summer (May-October)	\$4.15/1,000 gallons (up to 15,000 gallons/bill) \$5.90/1,000 gallons (15,001-30,000 gallons/bill) \$8.15/1,000 gallons (30,001-50,000 gallons/bill) \$10.90/1,000 gallons (50,000+ gallons/bill)

#### Irrigation Customers

See rate ordinance for applicable rates.

#### Commercial/Industrial

<b>Facility Charge</b>	
3/4" Meter	\$22.60/bill
1" Meter	\$32.00/bill
1 1/2" Meter	\$38.70/bill
2" Meter	\$51.50/bill
<b>Volume Charge</b>	\$4.45/1,000 gallons
<b>Irrigation Customers</b>	
Winter (November-April)	\$4.45/1,000 gallons
Summer (May-October)	\$6.15/1,000 gallons

### WASTEWATER RATES

#### Residential

<b>Facility Charge</b>	\$11.25/bill
<b>Volume Charge</b>	\$4.05/1,000 gallons effluent

(Billing based on 100 percent of average monthly water billed from December-February.)  
(18,000 gallon wastewater volume cap.)

#### Commercial/Industrial

<b>Facility Charge</b>	\$26.75/bill
<b>Volume Charge</b>	\$5.15/1,000 gallons effluent

(Billing based on 95 percent of monthly water consumption.)

#### Equipment Services and Eating Establishments

<b>Facility Charge</b>	\$26.75/bill
<b>Volume Charge</b>	\$7.10/1,000 gallons effluent

(Billing based on 95 percent of monthly water consumption.)

### DRAINAGE RATES

#### Residential

Square Feet in Block	Monthly Charge per Bill
0-600	\$1.50
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

#### Nonresidential

Square feet of impervious service x \$0.00186/bill.

## GENERAL INFORMATION

**Service Deposits:** Prior to the connection of utility services, a service deposit may be required in an amount up to one-sixth of the service location's last 12 months of billing. A deposit will not be required for residential customers when the customer provides: a record of good credit for the past 12 months with Denton or demonstrates a passing credit rating through an external credit reporting agency.

**Special Service Fees:** (Additional charges will be assessed for after-hours connections.)

- A connection charge of \$23 will be charged for new facilities (\$61 for same-day or after-hours service).
- A new customer application fee of \$3 will be charged to new customers and customers added to existing accounts.
- A service charge of \$27 will be applied to all returned payments.

**Notice of Moving Required:** Anyone moving in or out of a facility where electric, water, wastewater, drainage, or solid waste service is provided must notify Customer Service of such a move 24 hours in advance to ensure proper billing.

**Bills Due:** Bills are due when rendered and become past due if not paid within 10 business days from the date of issuance.

A \$20 late payment charge will be assessed on the fifth business day following the due date on any unpaid balance. Interest of one percent per month will be added on all past due charges and account balances unpaid at the time of the current month's billing calculation. A delinquent service charge of \$46 (\$61 additional charge for same-day or after-hours reconnection service) will be assessed for water and/or electric utility service if service is scheduled for disconnection for non-payment.

**P-L-U-S One Program:** From time to time, Denton citizens experience short-term financial emergencies, which prevent them from paying for vital utility service. You can help the less-fortunate families in our community by making a monthly or one-time contribution to the P-L-U-S One program. To contribute, either fill out the P-L-U-S One contribution portion on your monthly bill or call Customer Service at (940) 349-8700.

## SERVICE REQUESTS AND QUESTIONS

For information or service requests: visit [www.cityofdenton.com](http://www.cityofdenton.com) and select Pay My Bill; call (940) 349-8700; or visit City Hall East, 601 E. Hickory St., Suite F, Monday-Friday between 8 a.m. and 5 p.m.

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

**Underground Line Locate:** 800-digtess    **Emergency 24-hour Service:** (940) 349-7000

**Electric Service:** Denton Municipal Electric maintains the electric lines up to the meter base. If wiring or repairs become necessary beyond the meter, the customer is responsible for discovery and repair. For information about energy conservation and audits, call (940) 349-7733 or visit [www.sustainabledenton.com](http://www.sustainabledenton.com).

**Water/Wastewater/Drainage:** The City maintains the water lines up to your meter and the wastewater lines up to your property line. If problems arise beyond these areas, the customer is responsible for discovery and repair. For information about water conservation or a copy of Denton's Water Quality Report, call (940) 349-7151. All facilities with impervious surfaces will be assessed a drainage fee based on the approved rates. For a water audit, please call (940) 349-7733 or visit [www.sustainabledenton.com](http://www.sustainabledenton.com).

**Solid Waste & Recycling Service:** Residential trash and recycling cart service is once weekly. Please place trash and recycling carts at the curb (at least four feet apart) by 7 a.m. on day of collection. Call (940) 349-8700 for large household items, appliances, special collections; or prior to placing anything outside of the carts for collection. For more information, visit [www.dentonrecycles.com](http://www.dentonrecycles.com).

**Yard Waste Service:** Yard trimmings (grass, leaves, brush) will be collected weekly on your curbside collection day. Brush should be cut into four-foot lengths and stacked at the curb. Volumes in excess of four cubic yards incur collection charges. Automatic yard waste collection and billing occurs if the charges are \$35 or less.

**Home Chemical Collection:** Household chemicals and paints will be collected weekly from single-family homes and apartments by appointment only. Call (940) 349-8700 prior to your trash collection day to schedule a home chemical collection.

# DENTON MUNICIPAL UTILITIES

RATES • FEES • SERVICES

