

Residential Water Consumption is billed as follows:

Base Rate	1g – 2000g
Tier 1	2,001g – 15,000g
Tier 2	15,001g – 25,000g
Tier 3	25,001 – 35,000g
Tier 4	35,001g – 45,000g
Tier 5	45,001 – 55,000g
Tier 6	55,001g - over

For Denton County Fresh Water Supply District 1-A and 1-C through 1-H Rate Orders and Policies [click here](#). For Denton County Fresh Water Supply District 1-B Rate Orders and Policies [click here](#).

Your first bill...

- Will be from the service start date to the last day of the month. Your first bill is mailed by the 10th day of the month and it is due on the 25th day of the month, unless the 25th falls on a holiday or weekend, then it will be due the next business day thereafter.
- Will include your regular monthly charges. Your services will be prorated if service is started after the 1st of the month.

Regular Monthly Billings...

- Bills are *always* mailed by the 10th and are *always* due on the 25th.
- On the 26th a 10% late fee will be assessed, and late notices will be mailed.
- **Payment must be received by 10:00 A.M. on the disconnect date shown on the late notice to avoid disconnection.**
- The District is not responsible for the postal service delivery of mail. We have a drop box in the parking lot and payments are accepted on our website for your convenience.
- ***Failure to receive your bill does not exempt customers from receiving late fees or disconnection.***
- View your account and pay online [here](#); you must have your account # to do this.
- Questions about your water service, call us at 972-899-4000.

Your trash...

- Is serviced by Waste Management. We will set up your trash account with them.
- Is picked up on Monday and Thursday. Have trash out by 7:00 a.m. to ensure pickup.
- Bulk waste item pick-up must be pre-arranged and pick-up is on Friday. Please Call Waste Management at least 24 hours in advance at 972-315-5400.

Recycling...

- Is picked up on Thursdays and is a voluntary program that Denton County Fresh Water Supply District 1-A encourages.
- See what you can and cannot recycle [here](#).

Sewer...

- Service rates are based upon a four-month winter average of your monthly consumption, billed in the most recent November, December, January, and February. If you have not been here during the winter months yet, your service will be billed a flat fee until you are eligible for winter averaging.