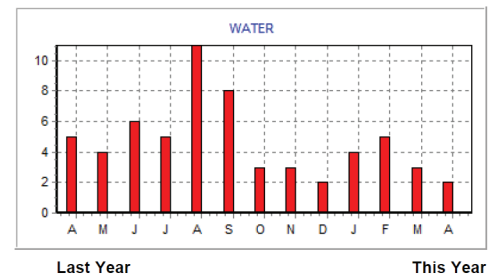




EVERYTHING YOU NEED TO KNOW... ABOUT YOUR CITY OF HEATH WATER & SEWER SERVICES

MONTHLY USAGE



Q. WHO IS THE CITY OF HEATH'S WATER SUPPLIER?

The City of Heath's water supplier is the City of Rockwall, which is a member city of the North Texas Municipal Water District (NTMWD).

Q. WHAT IS THE NTMWD?

The NTMWD is a conservation and reclamation district and political subdivision of the State of Texas. NTMWD's primary mission is to meet the needs of member and customer cities, whether that is the need for drinking water, solid waste disposal or wastewater treatment. NTMWD acts as a regional wholesaler of water to its member and customer cities.

Q. HOW ARE WATER RATES SET?

NTMWD is responsible for setting the rates charged to their customers. Rates are calculated annually and are based on the projected cost of providing the service. Water rates are set per 1,000 gallons. As our provider, the City of Rockwall charges Heath an administration fee of 10 cents per 1,000 gallons in addition to the NTMWD's rate.

Each year's fee schedule is adopted annually and can be found at heathtx.com. The rates are structured to promote water conservation.

Q. HOW IS THE AMOUNT I AM BILLED EACH MONTH DETERMINED?

The City of Heath bills in units of water, where one unit equals 1,000 gallons. The residential base water rate includes two units of water, equaling 2,000 gallons.

Water consumption above the base rate of two units is billed at a tiered water rate in order to promote water conservation (base rates vary depending upon the size of your meter). *Example: If your bill indicates six units, then the charge for two units is already included in your base water rate, and the additional four units will be billed at the current year's fee schedule.*

Q. WHEN IS MY BILL DUE?

Payments are due on the 20th of each month to prevent late fees.

Q. WHAT DOES THE GRAPH ON MY BILL ILLUSTRATE?

The graph on your bill is specific to your history at the service address and shows water used in Units on the left Y-axis and the prior 12 months on the X-axis.

Q. HOW CAN I RECEIVE MY BILL?

The City encourages you to enroll in E-billing to receive reliable delivery of your bill in an environmentally friendly method. The E-bill will include a link to the City's monthly newsletter, so you can still keep up with important information. You may also choose to receive a monthly bill by mail.

Q. HOW CAN I PAY MY BILL?

There are so many ways offered to make it easy for you! See the back of this flyer for your options!

Q. WHY ARE RATES HIGHER OR LOWER IN OTHER COMMUNITIES?

In a community with a large population such as Plano, the cost of providing water is distributed over a greater number of customers, allowing for lower per-customer rates. In a low-density community such as Heath, a smaller number of customers share the cost, creating the need for higher per-customer rates.

Q. WHAT ARE THE WATER SOURCES?

Lavon Lake serves as the NTMWD's main raw water supply source. The NTMWD also holds water rights for raw water supplies from Lake Texoma, Jim Chapman Lake and the wetland facility near Crandall. Additional supplies are available if needed through a water transfer to Lavon Lake from Lake Tawakoni.

[HOW TO PAY YOUR BILL >>](#)

HOW TO PAY YOUR UTILITY BILL...

UTILITY SERVICES

**200 LAURENCE DRIVE,
HEATH, TX 75032**

**PH: (972) 771-6228
FAX: (972) 961-4932**

THE CITY ACCEPTS:

**Cash, check, money orders, and Visa,
MasterCard, and Discover credit cards.**

FEE-FREE PAYMENT METHODS:



1. AUTO-PAY

With enrollment in either Credit Card Draft or Bank Account Draft (ACH).



2. DROP BOX

The drop box is available 24 hours a day on the south side of City Hall at 200 Laurence Dr. Checks and Money Orders are accepted.



3. IN THE CITY HALL OFFICE

Come to the Main Entrance at 200 Laurence Dr., Monday through Friday, 8 a.m. – 5 p.m. Cash, checks, money orders, Visa, Mastercard and Discover Cards are accepted.



4. MAIL

Checks or money orders can be mailed to City of Heath, 200 Laurence, Heath, TX 75032. Please allow adequate mail delivery time to avoid late payment penalties.



5. BANK BILL PAY

You can add the City of Heath if your bank offers “Bill Pay”. While your bank account will be relieved of the funds immediately, please allow up to two weeks for mail delivery of the Bank’s or their paper check.

PAYMENT METHODS REQUIRING A CONVENIENCE FEE OF \$1.25:



1. ONLINE AT HEATHTX.COM

Payment at the City of Heath website using the “Pay Utility Bill Online” button on the Utility Services page, which opens a Utility Billing Online Payments Portal offering “Quick Pay”.

You may also register at the same website for “Account Management” and set up recurring payments which will charge the convenience fee for each transaction.



2. COMING SOON!

Payment by Phone 24 hours a day using Visa, MasterCard or Discover.