



# CITY OF HEATH UPDATE

SAFE CITIZEN ACTION NETWORK

**SCAN  
SIGN-UP**

SEE PAGE 4

OCTOBER

2023

# NATIONAL NIGHT OUT IN HEATH

HOSTED BY THE DEPARTMENT OF PUBLIC SAFETY

**Celebrate with Friends  
& Neighbors at Our Place**  
Heath Fire Bay, 200 Laurence Drive

- Enjoy Complimentary Hamburgers, Chips and a Drink
- Served by the In-N-Out Burger Truck
- Free Snow Cones by Tikki Todd's
- DJ & Music
- Inflatables including a 20' Fire Truck Slide
- Photos with Your DPS Officers, Vehicles, Equipment and Sparky the Mascot!



**TUESDAY, OCTOBER 3 | 6-8 P.M.**

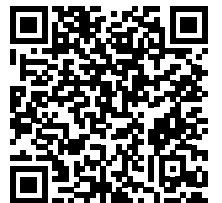
## OCTOBER CELEBRATIONS

OCTOBER 9	COLUMBUS DAY
OCTOBER 8-14	FIRE PREVENTION WEEK
OCTOBER 31	HALLOWEEN

## 2023-2024 BUDGET PROCESS UNDERWAY



The City of Heath Council and staff have been working this summer to prepare a budget for the Fiscal Year 2023-2024. A Public Hearing to receive citizen input regarding the proposed budget will be held on September 25 at 6 p.m. at City Hall. A final budget is scheduled to be adopted by the City Council at its September 26 meeting and will become effective October 1. The proposed budget is posted at [heathtx.com](http://heathtx.com) on the front page for your review, or scan the QR code.





# HEATHTX.COM/WATER-WISE.COM: HOME BASE FOR WATER SYSTEM INFORMATION

## THANK YOU FOR CONSERVING WATER THIS SUMMER

The majority of City of Heath water customers helped conserve water during this hot, dry summer by complying with the water restrictions and irrigation watering schedules. By doing so, the City was able to avoid Stage 3 water restrictions. We also thank the Utility Division staff for their hard work and 24/7 focus to manage water production and water tank levels to ensure the capacity to serve the community as well as have sufficient reserves in case of emergencies such as firefighting or a main break.

As this newsletter went to print, the outlook for the weather was improving, with rain and cooler temperatures in the forecast.

Please go to the City's website for any updates including daily water use reports and Frequently Asked Questions (FAQs).

Any changes in restrictions will also be posted on the City's Facebook and Twitter accounts, distributed to HOA representatives to share, and phone/text alerts will be broadcasted.

Thank you again for doing your part to help conserve this summer.

### PLANNING AHEAD WHAT YOU CAN DO NOW

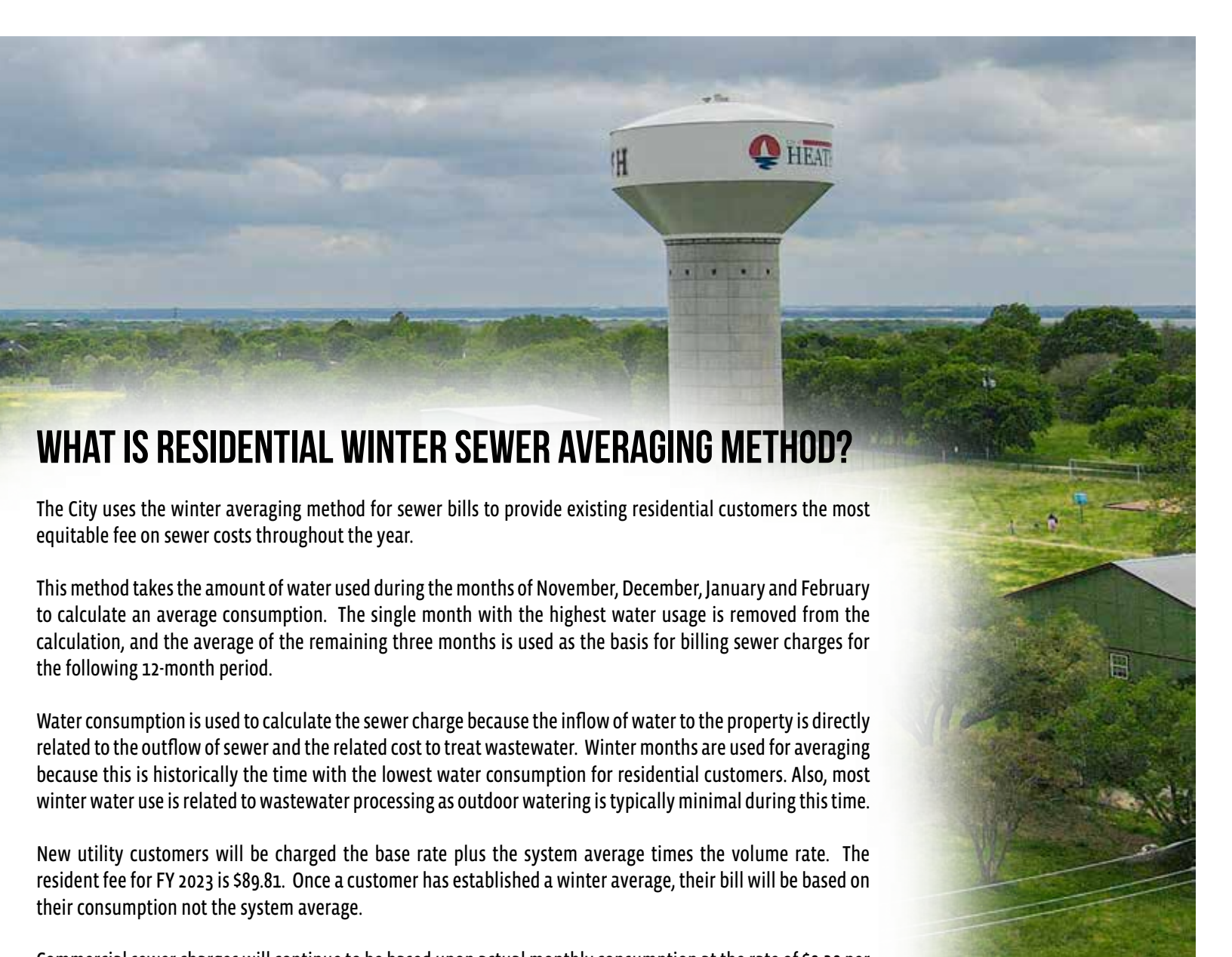
- The fall and winter seasons are the ideal time to plant trees, shrubs and lawns, using native drought tolerant plants. Water restrictions are the future of Texas, and the citizens need to plant and prepare accordingly.
- There are many excellent resources for creating "less thirsty landscaping" including the Smartscape website at txsmartscape.com. You will find tips for choosing plants, materials and landscaping firms that specialize in Xeriscaping designs.
- The fall and winter seasons are also a good time to do any maintenance and upgrades to your irrigation systems, including installing high-tech controllers that can monitor weather conditions and rainfall and modify watering schedules as needed.
- Repair any water leak or usage issues at your home soon, as the City uses the months of November through February as winter averaging months to determine your sewer bill. Excessive water use or loss will have a negative impact on your averaged billing amount. See page 3 for more information.
- Owners of larger lots may want to consider the installation of a gray-water cistern that can collect and utilize gray water for irrigation purposes.

### PLANNING AHEAD

#### WHAT IS THE CITY DOING NOW?

- The City of Heath is working with a consultant to identify the necessary infrastructure, storage capacity and all available water sources to secure and protect the ability to serve customers now and through projected build out.
- This is a challenging task that will take at least five years and considerable expense. The City of Heath is not alone in competing for the finite resource of water, which will be further impacted by population growth and hotter/drier summers. The challenge of sourcing water will be a new norm throughout the State of Texas, the U.S. and globally.
- Staff members are working now to bring to the City Council a landscaping ordinance that would require the installation of drought tolerant landscaping and turf and encourage Xeriscaping to minimize irrigation water demand from future construction.
- Additionally, the City is in communication with HOA leaders throughout the community to educate them on the situation and encourage them to foster conservation in their own subdivisions. A primary step is to stop requiring residents to install sod and fining them for brown lawns. Nobody should be installing new landscaping or sod from May to September.
- A building moratorium has been suggested by many citizens. The State of Texas has strong property rights and development vesting laws that protect builders from such a moratorium if a final plat has already been approved by the City. If a developer/builder/property owner has an approved plat, they are legally entitled to a building permit.
- With intentional care to manage growth through development guidelines in the 2018 Comprehensive Plan, the City of Heath has experienced a much lower growth rate and demand on the water system than surrounding cities. A 2018 Water Study Evaluation by Freeman and Millican projected Heath's demand to increase by 4.5% per year.
- The City is trending at approximately 3% per year, with approximately 100 new homes built each year. The approval and platting of any higher density home developments such as Heath Golf and Yacht Club occurred nearly a decade ago. No higher density home developments have been approved since the 2018 Comprehensive Plan was adopted, which limits density of new development to an average of one home per once acre.





## WHAT IS RESIDENTIAL WINTER SEWER AVERAGING METHOD?

The City uses the winter averaging method for sewer bills to provide existing residential customers the most equitable fee on sewer costs throughout the year.

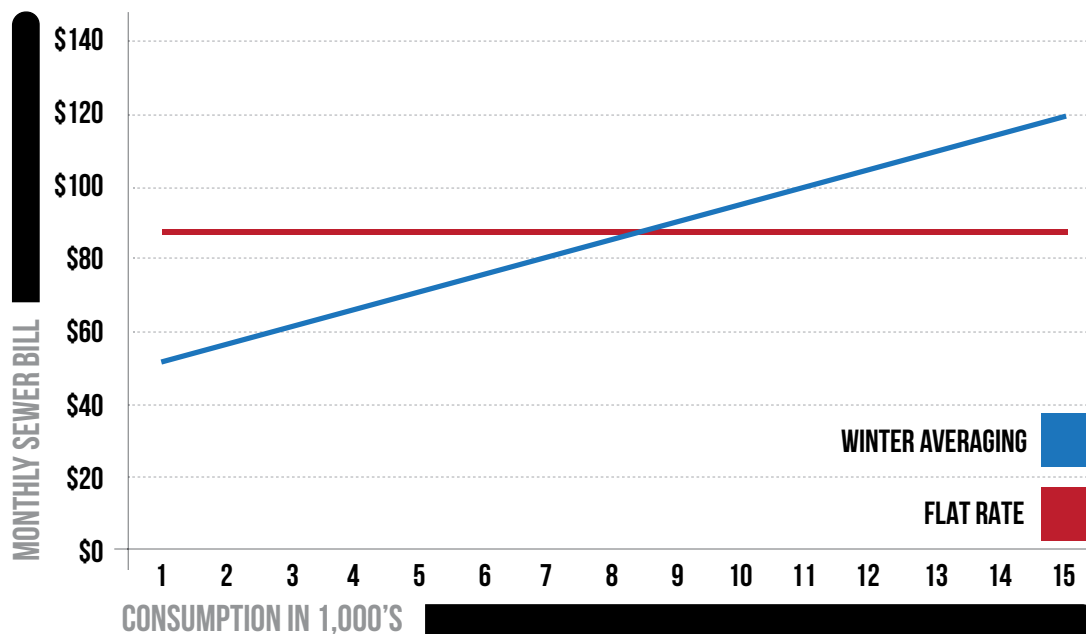
This method takes the amount of water used during the months of November, December, January and February to calculate an average consumption. The single month with the highest water usage is removed from the calculation, and the average of the remaining three months is used as the basis for billing sewer charges for the following 12-month period.

Water consumption is used to calculate the sewer charge because the inflow of water to the property is directly related to the outflow of sewer and the related cost to treat wastewater. Winter months are used for averaging because this is historically the time with the lowest water consumption for residential customers. Also, most winter water use is related to wastewater processing as outdoor watering is typically minimal during this time.

New utility customers will be charged the base rate plus the system average times the volume rate. The resident fee for FY 2023 is \$89.81. Once a customer has established a winter average, their bill will be based on their consumption not the system average.

Commercial sewer charges will continue to be based upon actual monthly consumption at the rate of \$9.30 per 1,000 gallons.

If you have any questions, please contact Customer Service at 972-771-6228 option 2.



### EXAMPLE OF THE WATER AVERAGING METHOD

Water consumption for November, December, January, and February are 6, 10, 5, and 4, respectively. The high volume of 10 is removed, so winter average is 5:

(Winter Average x Sewer Volume Rate)  
+ Sewer Base Fee = Monthly Charge

## FALL FUN IN HEATH!

Here are some of the activities on the Fall community calendar. Watch for more details about City-hosted events at [heathtx.com](http://heathtx.com) and the City Facebook page. For school-related activities, go to [rockwallisd.com](http://rockwallisd.com) (select Rockwall-Heath High School) or follow @blockhspritebuilders on Facebook.



### OCTOBER 3

**NATIONAL NIGHT OUT IN HEATH** See Page 1

### OCTOBER 11

ROCKWALL ISD FAIR DAY

Celebrate the 2023 theme “Explore the Midway”.

[www.bigtex.com](http://www.bigtex.com).

### NOVEMBER 30

HEATH HOLIDAY CANDLELIGHT HOME TOUR (5:30-8 P.M.)

### DECEMBER 1

HEATH HOLIDAY HOME TOUR (10 A.M. – 2 P.M.)

Presented by the Rockwall-Heath High School Class of 2024, this annual tour offers an amazing look at some of Heath’s most beautiful homes dressed up for the holidays. All proceeds benefit the Senior Class of 2024 After Prom Party, which provides a safe and fun environment for the students to continue their celebration from 1 a.m. to 5 a.m. @HeathHolidayHomeTour on Facebook.



### DECEMBER 1

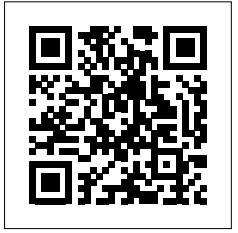
**CHRISTMAS IN HEATH (5:30-8:30 P.M.)**

Santa Claus comes to Heath for this hometown tradition presented by the City of Heath Special Events Board in Towne Center Park. Expect all of the sights, sounds and treats of Christmas, including the Christmas Tree Lighting Ceremony, RISD choirs and bands, complimentary cocoa and cookies, food trucks, children’s activities and miniature train rides.

## CITY EMERGENCY COMMUNICATION PROGRAM:

### HEATH SCAN – SAFE CITIZENS ALERT NETWORK

The City of Heath launched a new QR code-based emergency communication program called SCAN: Safe Citizens Alert Network in 2022.



While the City urges residents to sign up for Rockwall County’s free NIXLE alert system, HEATH SCAN is in place to quickly distribute emergency information that is specific to Heath citizens without reliance upon third party sources.

SCAN also provides an easy way to use your phone to access this information (just like a menu in a restaurant), which is critical when devices such as desktop computers are not available due to power outages. Just scan the QR Code with your phone to go directly to the SCAN emergency page on the City’s website which will be activated to provide real-time information as necessary.

During non-emergency situations, citizens can also go to the page for information on what to do before, during and after specific emergencies such as winter storms, power outages, extreme heat, severe weather and tornadoes.

### OTHER SCAN RESOURCES...

#### CARING FOR HEATH’S VULNERABLE

If you have a loved one who is vulnerable during emergency situations, you can register them via SCAN for Wellness Checks by Heath Department of Public Safety (DPS) officers. You may also request that a lockbox be placed on their door and provide the key to DPS officers for access during an emergency incident. Use the QR code above or go to [heathtx.com/scan](http://heathtx.com/scan).

#### UPDATING YOUR PREFERRED CONTACT INFORMATION:

Before, during and after, the City of Heath also has the capability to send out alerts via text, phone or email. The contact information tied to your utility billing account will be used. If you would like to change the email or phone number that is used, you can do so at [heathtx.com/scan](http://heathtx.com/scan) or by using the QR code above. This will also ensure that you get other notifications from the City such as water updates via your preferred method.

#### IMPORTANT REMINDERS....

Call 911 for An Emergency

For Non-emergency Assistance, call 972-771-7724

WATER: If you need to have water shut off at your home or business in Heath, call 972-771-7724.

POWER: Electricity - To report a power outage, call Oncor 888.313.4747 OR use the online tool at [oncor.com](http://oncor.com).

Gas - If you suspect a natural gas leak indoors or outdoors, leave the area immediately, call 9-1-1 and call our Atmos Energy gas emergency number: 866-322-8667.

**CALL EMERGENCY: 911 | NON-EMERGENCY UTILITY/AFTER HOURS: 972-771-7724**