



The City of Seagoville is committed to providing quality customer service and ensuring that your water and sewer service rates are well managed. We want to assure you that we do not take increasing your water and sewer rates lightly. You have entrusted us to manage your funds and therefore we are committed to providing you with the best options possible. We have received several inquiries from customers regarding their water and sewer bills. The following is meant to provide our customers with information explaining cost increases affecting our customers over the past six (6) months.

From 2008 to 2014 the City did not increase water or sewer rates even though our suppliers increased their rates to the City. In 2015, the City approved a water and sewer rate increase to help offset our supplier's increases and to fund a bond program for water, sewer and street upgrades. In 2017, the City was put in a position from the Environmental Protection Agency (EPA) that made rate increases immediately necessary to comply with their mandates, and to complete a waterline project that was not fully funded in the 2015 bond program.

The following bullet points will provide highlights concerning the decision to increase customer water and sewer rates:

- The Environmental Protection Agency (EPA) inspection revealed the City did not have a Capacity Management Operations and Maintenance Program in place as required by EPA mandate. The cost of developing the (CMOM) was approximately \$40,000. The (CMOM) is a very detailed manual that outlines the City's maintenance responsibilities for maintaining a sanitary sewer system.
- The EPA mandates that we inspect 10% of our sanitary sewer system lines each year, which includes smoke testing, video camera inspection and other measures that ensure rainwater and other debris do not infiltrate our sewer system. The ongoing engineering cost is approximately \$20,000 to \$40,000 annually.
- Engineering the repair or replacement of a major sanitary sewer pipeline under US 175 near Kaufman Street. This pipeline has been a serious issue for many years and required continuous monitoring during rain events. The cost of replacement is estimated at \$500,000. We have taken repair measures that have eliminated potential sanitary sewer overflows.
- The City of Seagoville purchases water at a reduced rate from the City of Dallas and sanitary sewer service is provided by the North Texas Municipal Water District. Both of these providers have increased their charges to the City of Seagoville by 10% over the past two years.
- The replacement of a Jetter Truck (a vehicle used to clean sanitary sewer lines) to comply with sanitary sewer line cleaning mandates at a cost of \$300,000 to \$400,000.

- Ongoing inspection and replacement of both water and sewer lines at a cost of between \$200,000 and \$500,000 a year.
- Other engineering services as needed. Your sanitary sewer system is a complicated capital investment and requires constant monitoring and maintenance. The City must utilize expert engineering services to ensure that we protect your investment and provide you with the best service possible.

As you can see the cost of maintaining an efficient and safe sanitary sewer system and water supply is significant. The aforementioned information was provided to the City Council prior to the City's FY2017 Budget and Water and Sewer Rates being approved. Public hearings and other communications were conducted prior to setting the new rates.

On October 19, 2016, our water and sewer customers were notified on their water bills of the impending increases and again on November 17, 2016.

Attached is a copy of our water and sewer rate study that includes nine (9) nearby cities. We are committed to keeping your water and sewer rates as close to the mid-point as possible, while ensuring that we as a City address Federal and State mandates for safety.

Please feel free to contact your **Assistant Water Utilities Director Mr. Chris Ryan at 972-287-6823.**

City of Seagoville, Texas			
Water and Sewer Rate Update			
Comparison of Residential Monthly Water and Sewer Charges			

Monthly Water Charges			
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	<u>5,000 gallons</u>		<u>10,000 gallons</u>
Crandall	\$ 54.40	Crandall	\$ 76.70
Terrell	40.63	Terrell	67.83
Kaufman	37.45	Kaufman	67.10
Lancaster	34.25	Ferris	53.28
Ferris	32.48	Hutchins	53.05
Seagoville	30.28	Forney	49.00
Forney	27.00	Lancaster	47.60
Hutchins	25.35	Seagoville	47.03
Glenn Heights	23.81	Glenn Heights	35.01

Monthly Sewer Charges			
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	<u>5,000 gallons</u>		<u>10,000 gallons</u>
Lancaster	\$ 53.69	Lancaster	\$ 92.34
Terrell	51.99	Seagoville	85.37
Glenn Heights	51.47	Glenn Heights	76.22
Crandall	49.59	Terrell	74.92
Ferris	47.50	Ferris	70.00
Seagoville	43.02	Crandall	67.74
Forney	39.60	Forney	63.60
Kaufman	34.60	Kaufman	59.85
Hutchins	21.65	Hutchins	43.40



702 N. HWY 175  
SEAGOVILLE TX 75159

[Redacted]  
SEAGOVILLE TX 75159

### ACCOUNT STATEMENT

For inquires please call:  
Water Utility Office.....(972) 287-2050  
Fax.....(972) 287-3891  
Office Hours.....Monday-Friday 8:00 am – 5:00 pm  
Visit Online.....www.seagoville.us

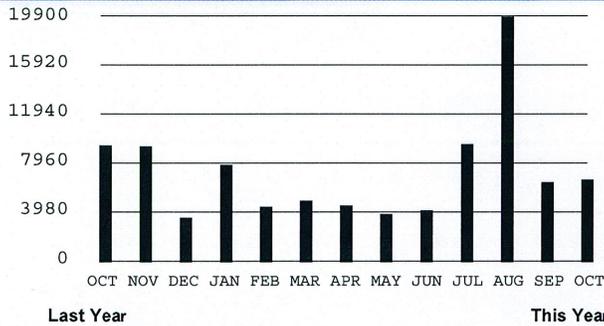
### ACCOUNT INFORMATION

Account Number: [Redacted]  
PIN Number: [Redacted]  
Service Period: 09/12/2016 TO: 10/11/2016  
Service Address: [Redacted]  
**Billing Date:** 10/19/2016  
Due Date: 11/14/2016

### CURRENT ACCOUNT ACTIVITY

Meter/code	Previous	Current	Usage
WT	27045	27112	6,700

### Your Monthly Usage (in gallons)



### CURRENT CHARGES

### AMOUNT

Water	27.38
Sewer	31.79
Solid Waste	17.55
Tax	1.45
Drainage	.75

### AMOUNT DUE

Total Current Charge	78.92
Total Due If Paid By 11/14/2016	78.92
Total Due If Paid After 11/14/2016	86.81

### SPECIAL MESSAGE

AFTER 4:30 PM: DROP BOX PAYMENTS WILL NOT POST TO ACCOUNT UNTIL NEXT BUSINESS DAY.

City Hall Hours: Monday thru Friday from 8:00 AM to 5:00 PM

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City Hall will be CLOSED on Friday, November 11, 2016 in observance of Veterans Day.

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On August 29, 2016 the City Council approved an amendment to Ordinance Chapter 19 entitled Rates and Charges, increasing the cost of water and sewer services effective October 1, 2016 (Reflected on Statements after November 1, 2016). The change affects all water and sewer accounts.

**FAILURE TO RECEIVE BILL OR NOTICES DOES NOT VOID LATE CHARGES OR SERVICE FEES.** If water is cut off, the city is not responsible for water damage when service is restored.

### PAYMENT COUPON

Please detach and return along with your payment. Please make checks payable to CITY OF SEAGOVILLE



Account Name: [Redacted]  
Account Number: [Redacted]  
Service Address: [Redacted]  
Service Period: 09/12/2016 to: 10/11/2016

Billing Date: 10/19/2016  
Due Date: 11/14/2016  
Total Due If Paid By 11/14/2016 78.92  
Total Due If Paid After 11/14/2016 86.81

Animal Shelter Donation: \_\_\_\_\_

### OFFICIAL USE ONLY

Account Number: [Redacted]  
Total Due If Paid By 11/14/2016 78.92  
Total Due If Paid After 11/14/2016 86.81

Amount Enclosed: \$ [ ] . [ ]

CITY OF SEAGOVILLE  
702 N. HWY 175  
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For inquires please call:  
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Office Hours.....Monday-Friday 8:00 am – 5:00 pm  
Visit Online.....www.seagoville.us

### ACCOUNT INFORMATION

Account Number: [REDACTED]  
PIN Number: [REDACTED]  
Service Period: 10/11/2016 TO: 11/10/2016  
Service Address: [REDACTED]  
Billing Date: 11/17/2016  
Due Date: 12/14/2016

### CURRENT ACCOUNT ACTIVITY

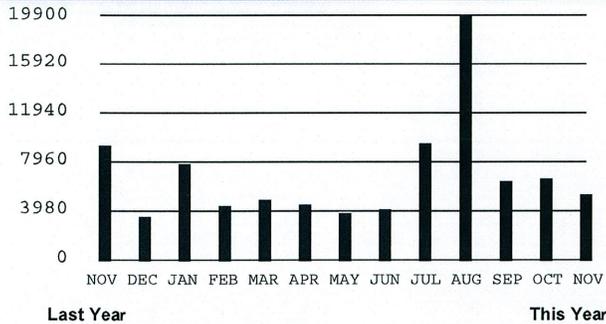
Meter/code	Previous	Current	Usage
WT	27112	27166	5,400

### CURRENT CHARGES

### AMOUNT

Water	31.62
Sewer	34.53
Solid Waste	17.55
Tax	1.45
Drainage	.75

### Your Monthly Usage (in gallons)



### SPECIAL MESSAGE

AFTER 4:30 PM: DROP BOX PAYMENTS WILL NOT POST TO ACCOUNT UNTIL NEXT BUSINESS DAY.

City Hall Hours: Monday thru Friday from 8:00 AM to 5:00 PM

City Hall will be CLOSED on November 24th & 25th, 2016 in observance of the Thanksgiving Holiday.

This billing includes the new water and sewer rates.

### AMOUNT DUE

Total Current Charge	85.90
Total Due If Paid By 12/14/2016	85.90
Total Due If Paid After 12/14/2016	94.49

**FAILURE TO RECEIVE BILL OR NOTICES DOES NOT VOID LATE CHARGES OR SERVICE FEES.** If water is cut off, the city is not responsible for water damage when service is restored.

### PAYMENT COUPON

Please detach and return along with your payment. Please make checks payable to CITY OF SEAGOVILLE



Account Name: [REDACTED]  
Account Number: [REDACTED]  
Service Address: [REDACTED]  
Service Period: 10/11/2016 to: 11/10/2016

Billing Date: 11/17/2016  
Due Date: 12/14/2016  
Total Due If Paid By 12/14/2016 85.90  
Total Due If Paid After 12/14/2016 94.49

Animal Shelter Donation: \_\_\_\_\_

### OFFICIAL USE ONLY

Account Number: [REDACTED]  
Total Due If Paid By 12/14/2016 85.90  
Total Due If Paid After 12/14/2016 94.49

Amount Enclosed: \$

[Amount Enclosed Box]

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702 N. HWY 175  
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