



Your water & wastewater service provider is changing to Fort Worth.

Your area was annexed by the City of Fort Worth in August 2014. As part of that annexation, a transfer of water and wastewater service from Keller to Fort Worth was planned. This transfer is now about to occur.

Fort Worth just awarded a contract to install a water line to serve the area. In addition, existing valves and fire hydrants will be replaced with ones

meeting Fort Worth's standards.

Construction is slated to begin in mid-July, with construction estimated to take six-months. The service switch over will occur toward the end of the project. Exact dates are not known at this time. You will be notified when the dates are known.

There is no wastewater construction needed. This

transfer involves action by the Keller City Council to transfer the existing infrastructure to Fort Worth, and the acceptance of that infrastructure by the Fort Worth City Council.

To simplify the billing process, the transfer of water and wastewater service will be coordinated to occur at the same time.

Frequently Asked Questions

Will my water quality change?

No. Keller purchases its water from Fort Worth.

Will my water pressure change ?

Residents will probably experience a slight increase in water pressure after the service transfer.

Will I pay more for water and wastewater service with the City of Fort Worth?

That will vary by customer type and water use. Enclosed is another page that details Fort Worth's water and wastewater rates on one side. The other side has a comparison of Keller and Fort Worth charges at various monthly usage volumes.

For water, Keller has a six-tier inclining-block rate structures for its two customer classes — residential and commercial.

Fort Worth has six customer water rate classes – residential, commercial, industrial, irrigation, super user and gas wells. Fort Worth has a four-tier, inclining-block rate structure for residential users and a three-tier inclining-block rate structure for irrigation only meters. Fort Worth has a uniform

rate all other customer classes.

For wastewater, Keller has two customer classes — residential and commercial. Fort Worth has three classes — residential, non-monitored commercial and industrial and monitored commercial and industrial.

Will my customer class change?

Residential customers will remain in the residential customer class. Keller classifies meters used only for irrigation as commercial. In Fort Worth, these meters will fall into the irrigation class.

The only business involved in this transfer will still be classified as commercial in Fort Worth.

How will my water bill change?

After the water service provider transfer is complete, your water bill will be provided by the City of Fort Worth instead of the City of Keller. The main difference in the billing process is that Keller measures water use in gallons, and Fort Worth measures in cubic feet.

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Once service has transferred, you will have a new meter and your water use will be measured in cubic feet. One cubic foot equals 7.481 gallons. Fort Worth's rates are per one hundred cubic feet (CCF) as opposed to per 1,000 gallons. At the time of service transfer, Fort Worth will replace your current Keller gallon meter with a Fort Worth cubic-foot meter.

Because you are already in the Fort Worth city limits, you are receiving a monthly bill from Fort Worth for trash, storm water and environmental fees. Once the transfer is complete, the bill you are receiving from Fort Worth will include the water and wastewater charges.

What about the security deposit I paid to the City of Keller?

The security deposit you paid to the City of Keller when your water service was activated will be applied to your final Keller water bill.

Will I be required to pay a security deposit to Fort Worth?

Whether you will need to pay a deposit depends on your payment history with Keller. For residential properties, the deposit is \$50 per account and is added to the first bill. This deposit can be refunded after one year of good payment history. The refund occurs by applying it to your bill.

Fort Worth is working with Keller to get letters

of credit for accounts that are in good standing, meaning no late payments in the past year. Accounts which do get letters of credit will have the deposit waived. Accounts which do not get letters of credit will have the deposit applied to the first bill.

For commercial accounts, the amount of the deposit is based on the consumption history for the account. These deposits are not refunded until the account is closed.

Will there be any interruption in water service?

Interruptions in water service should be minimal. Service will be interrupted once when Keller meters are replaced with Fort Worth meters and you are connected to the new water main. Customers will be notified when these outages are scheduled to occur.

Whom do I contact if I have questions?

For additional information about billing, please contact the Fort Worth Water Customer Service at 817-392-4477.

Construction questions or concerns should be addressed to the the project manager, John Kasavich, at 817-392-8480.

Information and updates about this project can be found on the City of Fort Worth website under Capital Projects.

Pre-construction Meeting

6:30 p.m.

Tuesday, July 12, 2016

Hillside Community Church

9915 Ray White Road

Keller, TX 78244

Representatives of Fort Worth, Keller, the design engineering firm and the construction contractor will be available to address questions about the construction and service transfer.

Fort Worth 2016 Water and Wastewater Rates

(All rates are per 100 cubic feet; CCF = 100 cubic foot = 748.1 gallons)

Water Volume Rates		
Customer Class	Monthly Volume	2016
Residential	1st 8 CCF	\$2.07
	>8 to 20 CCF	\$2.96
	>20 to 30 CCF	\$3.69
	>30 CCF	\$4.44
Irrigation	1st 50 CCF	\$2.96
	>50 to 100 CCF	\$3.69
	>100 CCF	\$4.44
Commercial	All volumes	\$2.71
Industrial	All volumes	\$2.59
Super User	All volumes	\$2.36
Gas Well Drilling	All volumes	\$5.77

Monthly Water Service Charge		Meter Size	Monthly Wastewater Service Charge	
2015	2016		2015	2016
\$10.00	\$10.50	5/8" x 3/4"	\$5.50	\$6.50
\$18.15	\$19.25	1"	\$6.60	\$7.70
\$32.80	\$35.00	1 1/2 "	\$10.30	\$12.75
\$50.40	\$53.50	2"	\$14.75	\$18.80
\$131.00	\$139.00	3"	\$35.05	\$46.50
\$223.35	\$237.00	4"	\$58.35	\$78.30
\$472.50	\$502.00	6"	\$121.20	\$164.00
\$824.30	\$875.00	8"	\$210.00	\$285.00
\$1,234.70	\$1,312.00	10"	\$313.45	\$426.25
Not applicable	Not applicable	12"	\$392.76	\$534.10

Wastewater Volume Rates		
Customer Class	Monthly Volume	2016
Residential	All volumes	\$3.49
Non-monitored Commercial & Industrial	All volumes	\$4.32
Monitored Commercial & Industrial	All volumes	\$3.00
BOD	Per pound	\$0.2926/lb.
TSS	Per pound	\$0.1350/lb.

Comparison of Fort Worth and Keller Rates

Water - Residential				
Gallons	Hundred Cubic Feet (CCF)	Water Meter Size	Keller Rates	Fort Worth Rates
5,000	6.68	5/8" x 3/4"	\$32.70	\$24.93
15,000	20.05	5/8" x 3/4"	\$70.50	\$66.00
30,000	40.10	5/8" x 3/4"	\$139.50	\$147.56
45,000	60.15	5/8" x 3/4"	\$224.00	\$236.59
70,000	93.57	5/8" x 3/4"	\$372.00	\$384.97

Water - Commercial				
Gallons	Hundred Cubic Feet (CCF)	Water Meter Size	Keller Rates	Fort Worth Rates
10,000	13.37	1"	\$50.80	\$55.48
25,000	33.42	1"	\$117.85	\$109.81
50,000	66.84	1"	\$259.40	\$200.38
75,000	100.25	1"	\$407.40	\$290.94
100,000	133.67	1"	\$555.40	\$381.50

Water - Irrigation ¹				
Gallons	Hundred Cubic Feet (CCF)	Water Meter Size	Keller Rates	Fort Worth Rates
25,000	33.42	1"	\$117.85	\$118.17
50,000	66.84	1"	\$259.40	\$229.39
75,000	100.25	1"	\$407.40	\$352.86
100,000	133.67	1"	\$555.40	\$501.24

Wastewater - Residential ²				
Gallons	Hundred Cubic Feet (CCF)	Water Meter Size	Keller Rates	Fort Worth Rates
4,000	5.35	5/8" x 3/4"	\$29.41	\$25.16
7,500	10.03	5/8" x 3/4"	\$46.91	\$41.49
15,000	20.05	5/8" x 3/4"	\$64.41	\$76.48
20,000	26.73	5/8" x 3/4"	\$81.91	\$99.80

Wastewater - Commercial				
Gallons	Hundred Cubic Feet (CCF)	Water Meter Size	Keller Rates	Fort Worth Rates
10,000	13.37	1"	\$46.91	\$54.35
25,000	33.42	1"	\$99.41	\$124.33
30,000	40.10	1"	\$116.91	\$147.65
40,000	53.47	1"	\$151.91	\$194.32

1 Keller does not have an separate rate for irrigation only meters. These meters are charged at its commercial rate.

2 Both cities base residential wastewater volumes on the average monthly water consumption during the winter months of December, January and February. This average is effective the first billing in April every year. Keller caps its winter quarter average at 20,000 gallons while Fort Worth' does not have a cap.