



October 1, 2024

TO ALL WATER & SEWER CUSTOMERS,

The City of Van Alstyne is modifying its water and sewer rate structure. These changes are intended to allow the City to continually provide the high level of water and sewer utility services that the community rightly expects with as little financial impact as possible. As you may know, your water and wastewater bills are comprised of a monthly base charge plus a volume charge based on how much water or sewer service you use. Currently, the city charges these volume rates according to several “tiers” of use, with higher cost for more use.

Starting with your water and sewer use as of November 15th (reflected on the January 1, 2025, bill), the City’s base charge for water and sewer is decreasing by 2%. The volume tiers are also changing. Generally, for average use of around 5,000 gallons, the total cost of water and sewer service will remain similar to the current cost for that amount of use. If you use more than 5,000 gallons, your total bill will be higher than it has been in the past. How much higher is directly dependent on how much water you use. The city has moved from seven volume tiers to four and has increased the cost differential between each tier. As such, the total cost difference between low to average use and high use will be more marked than it has been historically.

Just as your cost of living has risen in recent times, the costs of operating the systems have increased as well. Increases in the cost of electricity, repair parts and tools, equipment, fuel, and labor have been experienced by the city at an average of 3%-5% per year.

Another significant increase in the city’s costs is the water purchased from the North Texas Municipal Water District billed through the Collin Grayson Municipal Alliance. Van Alstyne is purchasing additional water from outside sources and these costs are accelerating, resulting in higher costs for the city averaging 8%-12% per year.

While rate adjustments are always uncomfortable, we must continue to maintain our systems.

We encourage you to go to the City of Van Alstyne website (cityofvanalstyne.us/utilitybilling or scan the QR code below) to obtain more information on the water and sewer rate adjustment.

