



NORTH  
TEXAS  
MUNICIPAL  
WATER  
DISTRICT



### OUR VISION

Regional service through unity: meeting our region's needs today and tomorrow



### OUR MISSION

Provide high quality and dependable water, wastewater and solid waste services in a cost efficient manner

### GOAL 01 SERVICE

Provide superior water, wastewater and solid waste services today and tomorrow

### GOAL 02 STEWARDSHIP

Responsibly manage public resources to ensure responsiveness, effectiveness and efficiency

### GOAL 03 PARTNERSHIP

Actively collaborate with members, customers, partners, employees, and stakeholders

### GOAL 04 PEOPLE

Build a talented, competent and committed team

# REGIONAL WHOLESALE PROVIDER OF ESSENTIAL SERVICES

The North Texas Municipal Water District (NTMWD) was created in 1951 as a special district of the state. Today, NTMWD is a regional wholesale provider of water, wastewater, and solid waste services serving one of the fastest growing areas in the country. NTMWD continually maintains and improves its systems to provide critical services to over two million people in our service area.

2+  
MILLION  
POPULATION  
SERVED

2,220 SQUARE MILES  
SERVICE AREA

### WATER SERVICES

20 MAJOR RAW AND TREATED  
WATER PUMP STATIONS

7 WATER TREATMENT PLANTS  
946 MILLION GALLONS/DAY (MGD) CAPACITY

695+ MILES OF WATER  
TRANSMISSION LINES

### WASTEWATER SERVICES

12 WASTEWATER  
TREATMENT PLANTS

242+ MILES OF LARGE-DIAMETER  
WASTEWATER PIPELINES

163+ MGD  
WASTEWATER  
TREATMENT CAPACITY

### SOLID WASTE SERVICES

3 TRANSFER STATIONS  
PERMITTED TO PROCESS

UP TO  
3,395 TONS  
OF SOLID WASTE  
PER DAY

OVER  
1 MILLION TONS  
OF SOLID WASTE  
DISPOSED EACH YEAR



## WATER CONSERVATION AND EDUCATION PROGRAMS

NTMWD is a proud steward of our region's most precious natural resources, and engages the public in programs to promote efficient water usage.

### [WaterMyYard.org](http://WaterMyYard.org)

Through a partnership with Texas A&M AgriLife Extension, subscribers receive customized weekly watering advice specific to their lawn and irrigation system.

- *Provides free outdoor watering recommendations based on location and local weather station data.*
- *Sign up and join the over 26,000 subscribers at [WaterMyYard.org](http://WaterMyYard.org).*

### [WaterIsAwesome.com](http://WaterIsAwesome.com)

The District teamed up with Tarrant Regional Water District and Dallas Water Utilities to promote a regional conservation campaign that focuses on smart outdoor water use during our hot, dry summers.

- *Access brochures and videos to help you use and maintain your sprinkler system.*
- *Download gardening and lawn care guides for North Texas soils and climate.*

### [Water4Otter.org](http://Water4Otter.org)

To encourage water stewardship among children, the Water4Otter program increases family conversations and awareness around the One Water concept.

- *Features Otis the Otter, Farah the Fox and Bob the Bobcat, who teach children about their water sources and the importance of saving water.*
- *Includes TEKS aligned lessons and an activity book.*

### Water Efficiency Opportunity Surveys

NTMWD offers free Water Efficiency Opportunity Surveys to select Industrial, Commercial, Institutional and Multifamily (ICIM) properties in its Member Cities.

- *Comprehensive survey reports include recommendations and estimated returns on investment for implementation of recommendations.*
- *These surveys can identify million gallons of potential water savings.*

## OUR WATER SYSTEM

Supplying water to North Texas communities is how NTMWD got its start, and we have been providing wholesale water services around-the-clock to communities in our region since 1956. As these communities have grown in population, amenities and economic development, the regional water system has grown in scope and complexity to reliably meet their needs.

NTMWD works diligently behind the scenes through a dedicated team of essential workers who live and work in the same communities we serve to uphold the quality of life we all love. The water treated and distributed by NTMWD continues to meet or surpass Safe Drinking Water Standards established by the U.S. Environmental Protection Agency (EPA) as well as regulations set by the Texas Commission on Environmental Quality (TCEQ).

### MEMBER CITIES

Allen, Farmersville, Forney, Frisco, Garland, McKinney, Mesquite, Plano, Princeton, Richardson, Rockwall, Royse City, and Wylie

### POPULATION SERVED

2.3+ million

### SERVICE AREA

2,200 square miles in Collin, Dallas, Denton, Fannin, Grayson, Hopkins, Hunt, Kaufman, Rains, Rockwall, and Van Zandt counties

### COMMUNITIES SERVED

71 communities receive treated water produced by the District on a daily basis

### SUPPLY SOURCES

Lavon Lake, Bois d'Arc Lake, Jim Chapman (Cooper) Lake, Lake Texoma, Lake Tawakoni, Lake Bonham, East Fork and Main Stem Water Reuse Project (Wetland), and Wilson Creek RWWTP (Reuse)

### WATER REUSE

The District built and uses the nation's largest manmade wetland to naturally polish wastewater effluent for reuse. Once through the wetland, the water is piped 44 miles north to Lavon Lake, where it is stored for future treatment. The East Fork Water Reuse Project has reused approximately 130 billion gallons of water since its inception in 2009.





## OUR WASTEWATER SYSTEM

In 1972, in response to requests from the cities and communities we serve, NTMWD expanded its services to include wastewater collection and treatment. Consolidating smaller, municipal wastewater plants into a regional system reduced costs for participating cities and streamlined operations. Today, the effective treatment and purification of wastewater is a key way we are helping to meet the future water needs of the region.

Once through the treatment process, the cleaned water meets or surpasses all regulatory requirements and is released back into our waterways to blend with larger water supply sources, for irrigation and to sustain aquatic life.

### REGIONAL WASTEWATER SYSTEM MEMBERS

Allen, Forney, Frisco, Heath, McKinney, Melissa, Mesquite, Plano, Princeton, Prosper, Richardson, Rockwall, and Seagoville

### REGIONAL WASTEWATER SYSTEM CUSTOMERS

Anna, Fairview, Lucas, and Parker

### SEWER SYSTEM PARTICIPANTS

Fate, Frisco, Lavon, Murphy, Rockwall, Royse City, Seis Lagos U.D., and Wylie

### POPULATION SERVED

1.5+ million

### EDUCATION AND OUTREACH

Additionally, the District has expanded its education and outreach to include the NCTCOG program Defend Your Drains North Texas to reduce the damaging disposal of non-biodegradable items (i.e. wipes, cooking oil, paper towels, etc.) through household drains. Find out more at [DefendYourDrainsNorthTexas.com](http://DefendYourDrainsNorthTexas.com).



### WATERSHED PROTECTION

A watershed is an area of land from which all streams and rainfall are drained to a common outlet such as the outflow of a reservoir or the confluence of two rivers.

Healthy watersheds help reduce erosion and act as a filter to capture sediment and contaminants before they enter the water. Maintaining healthy watersheds is vital for the protection of aquatic environments and the source waters that supply the NTMWD water system.

NTMWD oversees implementation of two EPA accepted watershed protection plans: Lavon Lake Watershed Protection Plan and Bois d'Arc Lake Watershed Protection Plan. Learn more at [www.NTMWD.com/watershed/](http://www.NTMWD.com/watershed/).



## OUR SOLID WASTE SYSTEM

In 1979, again due to customer requests, NTMWD expanded its services to include solid waste disposal. Participating cities collect and deliver municipal solid waste to one of our three transfer stations or landfill located in Collin County. From the transfer stations, staff transport the waste to the regional landfill located in Melissa.

NTMWD designs its solid waste system to process and dispose of waste safely and reliably while protecting the environment and water quality. Our solid waste facilities are located, designed, operated and monitored in full compliance with regulations set forth by the Texas Commission on Environmental Quality (TCEQ) and the U.S. Environmental Protection Agency (EPA).

### SOLID WASTE SYSTEM MEMBERS

Allen, Frisco, McKinney, Plano, Richardson, and the surrounding region

### POPULATION SERVED

966,000+



### ENVIRONMENTAL SERVICES

NTMWD Environmental Services is composed of Pretreatment, Laboratory, Environmental Programs, and Regulatory Compliance.

NTMWD's Environmental Laboratory analyzes water and wastewater samples to ensure they meet drinking water regulations and other water quality criteria.

The laboratory is accredited by the Texas Commission for Environmental Quality and the National Environmental Laboratory Accreditation Program (NELAP) for potable and non-potable parameters and conducts more than 140,000 tests per year.

# OUR CORE VALUES

## INTEGRITY

WE ARE HONEST, TRUSTWORTHY, TRANSPARENT AND RELIABLE IN OUR WORDS AND ACTIONS AND ACCOUNTABLE FOR WHAT WE SAY AND DO.

## TRUST

WE ARE RELIED ON TO BE EFFECTIVE, HONEST, OPEN AND CONSISTENT, AND TO SERVE OUR CUSTOMERS' BEST INTERESTS.

## RESPECT

WE TREAT OUR CUSTOMERS AND EACH OTHER WITH COURTESY, KINDNESS AND FAIRNESS.

## UNITY

WE DO WHAT'S BEST FOR OUR CUSTOMERS AND THE REGION —ALL-IN TOGETHER.

## SAFETY

WE MITIGATE RISKS IN OUR DAILY ACTIVITIES TO MINIMIZE ACCIDENTS AND INJURIES, AND PROTECT OUR PUBLIC HEALTH AND ENVIRONMENT; WE TAKE CARE OF EACH OTHER SO WE CAN FULFILL OUR MISSION.

## TEAMWORK

WE COOPERATE AND COLLABORATE WITH EACH OTHER, OUR CUSTOMERS AND PARTNERS TO MEET OUR REGION'S NEEDS TODAY AND TOMORROW.

## NTMWD BOARD OF DIRECTORS

### ALLEN

JOE FARMER  
STEPHEN TERRELL

### FARMERSVILLE

GEORGE CRUMP  
*Past-President*

### FORNEY

ALAN MCCUISTION  
RAYMOND STEPHENS

### FRISCO

RICHARD PEASLEY  
GEORGE PUREFOY

### GARLAND

LORI BARNETT DODSON  
JACK MAY

### MCKINNEY

GERALYN KEVER  
DONALD E. PASCHAL, JR.

### MESQUITE

TERRY SAM ANDERSON  
RICK MANN

### PLANO

PHIL DYER  
RON KELLEY

### PRINCETON

JODY W. SUTHERLAND  
LARRY THOMPSON

### RICHARDSON

FRANKLIN BYRD  
RANDY ROLAND

### ROCKWALL

RICK CROWLEY  
DONALD "CHIP" IMRIE  
*Vice President*

### ROYSE CITY

DAVID HOLLIFIELD  
*President*

### BLAIR JOHNSON

### WYLIE

MARVIN FULLER  
KEITH STEPHENS  
*Secretary*

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## NTMWD LEADERSHIP

**JENNA COVINGTON, P.E., BCEE**  
*Executive Director / General Manager*

**CESAR BAPTISTA**  
*Assistant General Manager - Planning & Engineering*

**JEANNE CHIPPERFIELD**  
*Assistant General Manager - Chief Financial Officer*

**BILLY GEORGE, P.E.**  
*Assistant General Manager - Water & Wastewater*

**JEFF MAYFIELD, P.E.**  
*Assistant General Manager - Solid Waste & Integrated Services*

**BRIAN BROOKS**  
*Director of Executive & Board Services*

**ALEX JOHNSON**  
*Director of Communications*

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MUNICIPAL  
WATER DISTRICT**

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