

HOUSTON WATER BILL IMPROVEMENT PLAN

The City of Houston is laying out its comprehensive plan to prevent the community from receiving inaccurate water bills.

Houston Public Works will tackle robust changes to address structural issues.

THE GOAL: RESTORING PUBLIC TRUST THROUGH TRANSPARENCY



Provide accuracy in water bills and ensure water customers have functioning remote reading devices.



Create clearer and more transparent customer service.



Repealed Ordinance 47-72 to make it easier to provide accurate adjustments and increase customer satisfaction.

THE PLAN



April 2024: Single-family residential customers will have set usage calculated, which will be reflected in their May bill. This *set usage* will provide customers with consistent water bills while Houston Public Works makes necessary improvements to ensure the accuracy of each customer's monthly water usage readings.



Set usage calculation: City will use an account holder's average water usage over the past 36 months. If that data is not available, the customer will be assigned a set usage of 3,000 gallons. The calculation will NOT include drought, freeze or water leak usage. The City will always apply what is most beneficial for customers if they use less or more than their set usage.



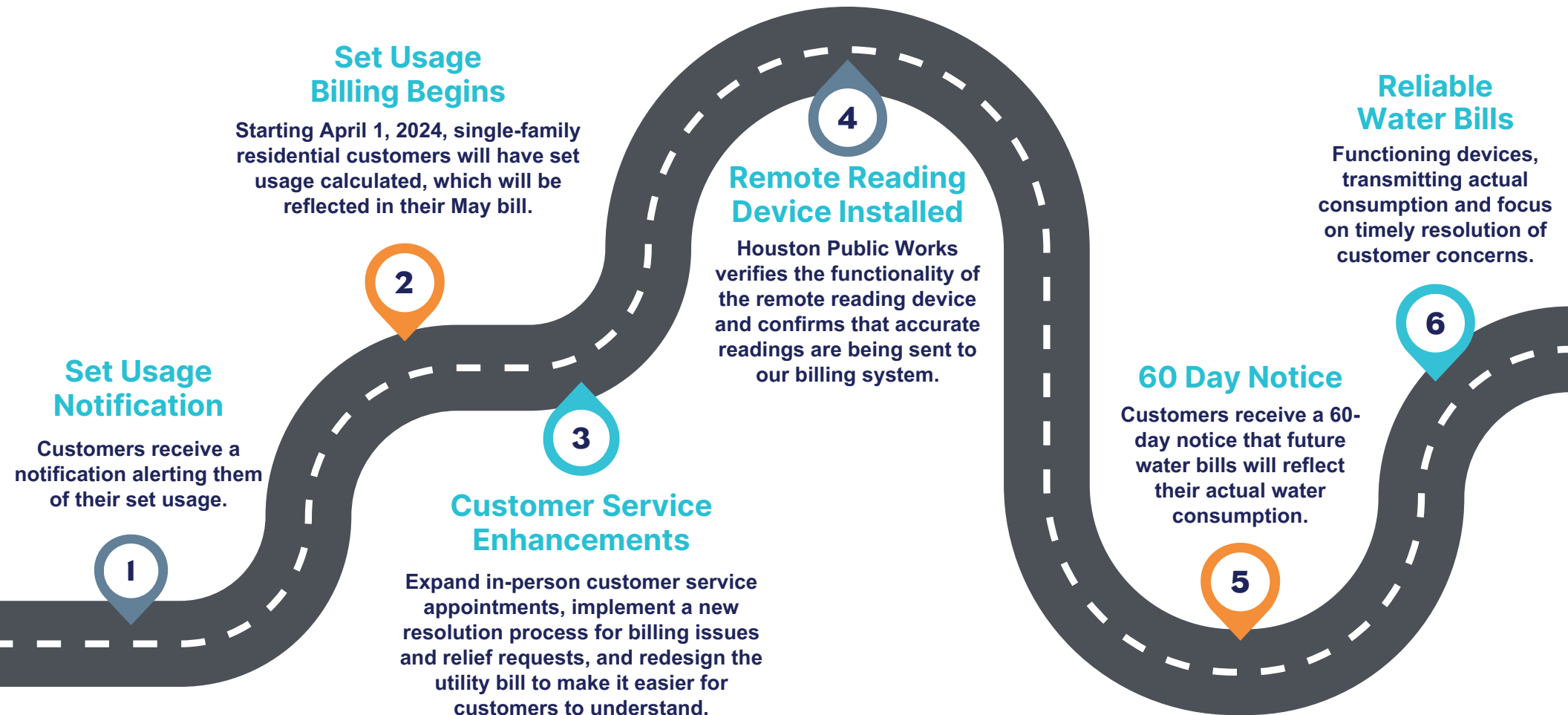
Transition to actual usage bills: Will happen once a customer's remote reading device is functional and activated. Customer will receive a 60-day notice before this takes place.



Houston Public Works will replace all non-functioning remote reading devices.

WATER BILL IMPROVEMENT PLAN

Customer Experience Roadmap



FOR MORE INFORMATION

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