WATER BILL IMPROVEMENT PLAN

How is my set usage being calculated?

HOUSTON PUBLIC WORKS

Account Less than 1 Year Old?

NO

Your set usage will be calculated as the average monthly water consumption available on your account, using up to 36 months of data*.

YES

We don't have enough data to calculate your average. You will be assigned a set usage of 3,000 gallons per month based on the average consumption for new Houston water accounts.

What if My Actual Water Use Differs From My Set Usage?

Actual usage is LESS than set usage.

We will bill the customer based on their lower, actual water consumption.

Actual usage is MORE than set usage.

We will NOT charge the customer for the extra water usage.

Actual usage is LESS than set usage but the customer does not have a functioning remote reading device sending actual water usage data to the billing system.

We will provide a credit to the customer's water bill as soon as their remote read device is replaced.

*This calculation excludes usage during the drought (June – December 2023), freeze (February and March 2021), or potential water leaks.