



HARVEY UNUSUALLY HIGH BILLS

REGULATION AND NEIGHBORHOOD AFFAIRS COMMITTEE

SHERRI WINSLOW, DEPUTY DIRECTOR

CUSTOMER ACCOUNT SERVICES

December 14, 2017

EXECUTIVE SUMMARY

Over **6000 residential customer accounts** had water bills twice as much (or more) than the previous billing cycle.

The Mayor and Houston Public Works conducted research to understand how this happened and what alternatives are available to help.

CUSTOMER REPORTED CAUSES

57

accounts had
additional
household
members

83

accounts had
pool refills

184

accounts had
toilet leaks

846

accounts had
other leaks

5192

accounts could
not identify the
cause

LEADING CAUSES OF HIGH CONSUMPTION

1	Leaking Toilet	@ ½ gallon per minute 21,600 gallons per month	\$366.52
2	Drip Irrigation	@ 1 gallon per minute 43,200 gallons per month	\$716.38
3	Watering Garden/Grass	@ 10 gallons per minute 2 hours per day 36,000 per month	\$599.76
4	Hose left on (1 night)	@ 10 gallons per minute 9 hours 5,400 in one night	\$83.30
5	Private Line Break (1 week)	@ 15 gallons per minute 151,200 per week	\$2,515.66
6	Private Line Break (1 month)	@ 15 gallons per minute 648,00 per month	\$10,795.68

ANALYSIS OF OTHER POTENTIAL CAUSES

Tiered Rate Structure

No Impact

Days in Billing Cycle

No Impact

Meter Accuracy

No Impact

RECOMMENDATIONS

1	FEMA or Insurance claim due to flooding	Bill customer account based on account average usage*
2	No FEMA or insurance claim due to flooding	Remove holds and manage via dispute process in ordinance.
3	Pool Refills	Bill for water only. Provide credit for wastewater.*
4	Wastewater Meters	One time bill wastewater based on account average usage.*

* Requires temporary Ordinance override

NEXT STEPS

Implementation Strategy

Obtain **Mayoral and Council approval**.

Communicate temporary Ordinance overrides to applicable customers.

Remove the Administrative Hold on accounts with no FEMA claim.

There will be no penalties or disconnects until the next billing cycle.

Customers apply for adjustment and provide required documentation.

Account adjusted per applicable Ordinance.

THANK YOU

questions?

pwe.director@houstontx.gov