

## COMBINED UTILITY SYSTEM

### Description and Mission

The Combined Utility System (CUS) of the Houston Public Works Department is composed of three separate funds: the Water and Sewer System Operating Fund 8300, the Combined Utility System Operating Fund 8301 and the Combined Utility System General Purpose Fund 8305.

The department's mission is to plan, design, construct, operate and maintain Houston's critical public infrastructure systems to provide excellent drinking water and wastewater collection and treatment, as well as, provide superior customer service to our utility customers and do so responsively, efficiently, and in an environmentally responsible fashion.

#### Department Short Term Goals:

- Monitor City's use of groundwater to maintain compliance with mandates of Harris-Galveston Coastal Subsidence District.
- Maintain compliance with Texas Commission on Environmental Quality (TCEQ) and Environmental Protection Agency (EPA) clean and safe drinking water standards, as well as, American Water Works Association (AWWA) Partnership for Safe Water standards.
- Replace obsolete automated meter reading infrastructure to maintain the continuity of the meter reading process, ensure continued accurate billing of customer water consumption, facilitate the provision of water consumption data collection, and monitor usage patterns for all customers within the City of Houston.
- Implement a new network operations center that ensures a highly secure and reliable application infrastructure, network infrastructure and support services.
- Enhance customer account services through the development and implementation of a robust work management system to enhance the planning, scheduling and prioritization of customer requests.

#### Department Long Term Goals:

- Continue to train and develop a group of professional water and wastewater managers and operators to ensure continued reliable and efficient operation of the utility in the coming decades.
- Continue neighborhood sanitary sewer rehabilitation program. This will provide a reliable system to the citizens and reduce repair costs in the future.
- Continue fire hydrant rehabilitation program. This will provide reliable water access to City firefighters in response to future fire emergency calls that protect citizen lives and property.
- Expand Wireless Broadband Network (WBN) by improving network connectivity used by service lines to access remote sites.
- Expand the water loss and conservation programs through continuous implementation of recommendations from the Black and Veatch water loss report and increased engagement with customers regarding water consumption.