



WATER & WASTEWATER RATE OVERVIEW

Houston Public Works is recommending that City Council adopt updates for water & wastewater rates to cover the increasing cost of service.

WHAT ARE WATER & WASTEWATER RATES?

Water & wastewater rates are the charges paid every month on utility bills that pay for water & wastewater plants, pipes, and people needed to produce and deliver clean water and to carry away and treat wastewater.

WHY ARE WATER & WASTEWATER RATE UPDATES RECOMMENDED?

Houston Water has proposed rates that satisfy legal requirements and reflect the cost of service for each type of customer, like single family or industrial, while ensuring everyone pays their fair share.

WHAT WILL WATER & WASTEWATER RATE UPDATES PAY FOR?

- resources to continue water & wastewater services
- maintenance of water & wastewater infrastructure
- reduced water main breaks
- reduced sanitary sewer overflows
- improved resilience against hurricanes, freezes & climate change
- ability to comply with the Consent Decree
- ability to comply with federal regulations rather than pay penalties for violations caused by lack of investment

HOW WILL WATER & WASTEWATER BILLS CHANGE?

Nearly 60% of single-family residential customers may have a \$5 or less increase on their July bill. Some bills may go down. Houston's water & wastewater rates will remain among the lowest of other major cities, even with proposed increases. On page 2, is a sample utility bill and a comparison of utility bill amounts with other major cities.

WHAT IS THE DIFFERENCE BETWEEN ANNUAL AUTOMATIC ADJUSTMENTS & THE PROPOSED WATER & WASTEWATER RATE UPDATE?

The annual automatic adjustment is required by bond holders and partially addresses the rising cost of running Houston Water. The proposed rate updates also address the rising cost of service, including maintaining, replacing, and upgrading aging infrastructure, paying debts, and maintaining reserves. Houston last increased water and wastewater rates beyond the automatic annual rate adjustments in 2010.

The City's ordinance related to the automatic adjustments requires rates be adjusted annually based on numbers provided by the US Bureau of Labor & Statistics. Historically, it ranges from .03% to 4.40%. The proposed rates do not include the annual automatic adjustment.

IS ASSISTANCE AVAILABLE FOR CUSTOMERS WHO CANNOT AFFORD TO PAY THEIR BILLS?

[Customer Account Services](#) offers several resources for customers who need assistance:

- the W.A.T.E.R. Fund (Water Aid To Elderly Residents)
- a list of local agencies that can help
- interest free payment agreements
- adjustments are available for certain unexpected high bills received by the customer

FOR MORE INFORMATION

Visit houstontx.gov/citysec or email publicworks@houstontx.gov



Below is an example of the most common Houston Water utility bill received by over 45% of single-family residential customers (5/8-inch meter). Proposed changes are shown in orange and blue.

SAMPLE UTILITY BILL (not including automatic adjustments)

Gallons Billed	water & wastewater chages for bills generated after ordinance change							% increase over 5 years
	Current	Jul 2021	Apr 2022	Apr 2023	Apr 2024	Apr 2025	Apr 2026	
No Use	\$18.19	\$16.46	\$18.28	\$20.03	\$20.92	\$21.78	\$22.43	23%
1000	\$18.55	\$21.46	\$24.58	\$26.78	\$28.42	\$29.98	\$31.18	68%
2000	\$26.61	\$26.46	\$30.88	\$33.53	\$35.92	\$38.18	\$39.93	50%
3000	\$27.39	\$31.46	\$37.18	\$40.28	\$43.42	\$46.38	\$48.68	78%
4000	\$57.15	\$60.96	\$70.08	\$74.88	\$79.62	\$84.63	\$88.78	55%
5000	\$68.66	\$76.96	\$88.28	\$93.73	\$99.17	\$105.18	\$110.13	60%
6000	\$83.00	\$92.96	\$106.48	\$112.58	\$118.72	\$125.73	\$131.48	58%
7000	\$97.79	\$111.46	\$127.23	\$134.03	\$141.02	\$149.13	\$155.83	59%
8000	\$112.58	\$129.96	\$147.98	\$155.48	\$163.32	\$172.53	\$180.18	60%
9000	\$127.37	\$148.46	\$168.73	\$176.93	\$185.62	\$195.93	\$204.53	61%
10000	\$142.16	\$166.96	\$189.48	\$198.38	\$207.92	\$219.33	\$228.88	61%
11000	\$156.95	\$185.46	\$210.23	\$219.83	\$230.22	\$242.73	\$253.23	61%
12000	\$171.74	\$203.96	\$230.98	\$241.28	\$252.52	\$266.13	\$277.58	62%
13000	\$190.25	\$225.46	\$254.73	\$265.73	\$277.82	\$292.53	\$304.93	60%
14000	\$208.76	\$246.96	\$278.48	\$290.18	\$303.12	\$318.93	\$332.28	59%
15000	\$227.27	\$268.46	\$302.23	\$314.63	\$328.42	\$345.33	\$359.63	58%
16000	\$245.78	\$289.96	\$325.98	\$339.08	\$353.72	\$371.73	\$386.98	57%
17000	\$264.29	\$311.46	\$349.73	\$363.53	\$379.02	\$398.13	\$414.33	57%

City of Houston

Utility Bill

713.371.1400
www.houstonwater.org

take your BEST SHOT!

Houston Health Department COVID-19 vaccination sites are available with or without appointments. Find a nearby site at HoustonEmergency.org or by calling 832-393-4220 or 832-393-4301.

Customer Name:
Account Number:
Service Address:
Bill Date: 5/19/2021
Total Amount Due: \$35.12

Billing Period

Previous Read Date: 4/15/2021
Current Read Date: 5/17/2021

Previous Meter Reading: 556
Current Meter Reading: 558

Water Meter Consumption (per 1,000 gal.)

Summary of Charges

Previous Balance: \$35.71
Payment - Thank You: \$35.71
Adjustments: \$0.00
Current Charges: \$35.12
Total Amount Due: \$35.12

To avoid late fees or service interruption, please pay Total Amount Due by 6/9/2021.

\$35.12 total includes drainage charge + solid waste cart fee

MONTHLY BILL COMPARISON

