WATER BILL IMPROVEMENT PLAN

Remote Reading

Device Installed

Houston Public Works verifies the functionality of the remote reading device and confirms that accurate

our billing system.

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Customer Experience Roadmap

Set Usage Billing Begins

Starting April 1, 2024, single-family residential customers will have set usage calculated, which will be reflected in their May bill.

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or scan QR code

Set Usage Notification

Customers receive a notification alerting them of their set usage.

readings are being sent to 3 **Customer Service**

Enhancements

Expand in-person customer service appointments, implement a new resolution process for billing issues and relief requests, and redesign the utility bill to make it easier for customers to understand.

Reliable Water Bills

Functioning devices, transmitting actual consumption and focus on timely resolution of customer concerns.

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60 Day Notice

Customers receive a 60day notice that future water bills will reflect their actual water consumption.

FOR MORE INFORMATION Visit ImproveWaterBills.org



