



WINTER STORM RELIEF PROGRAM

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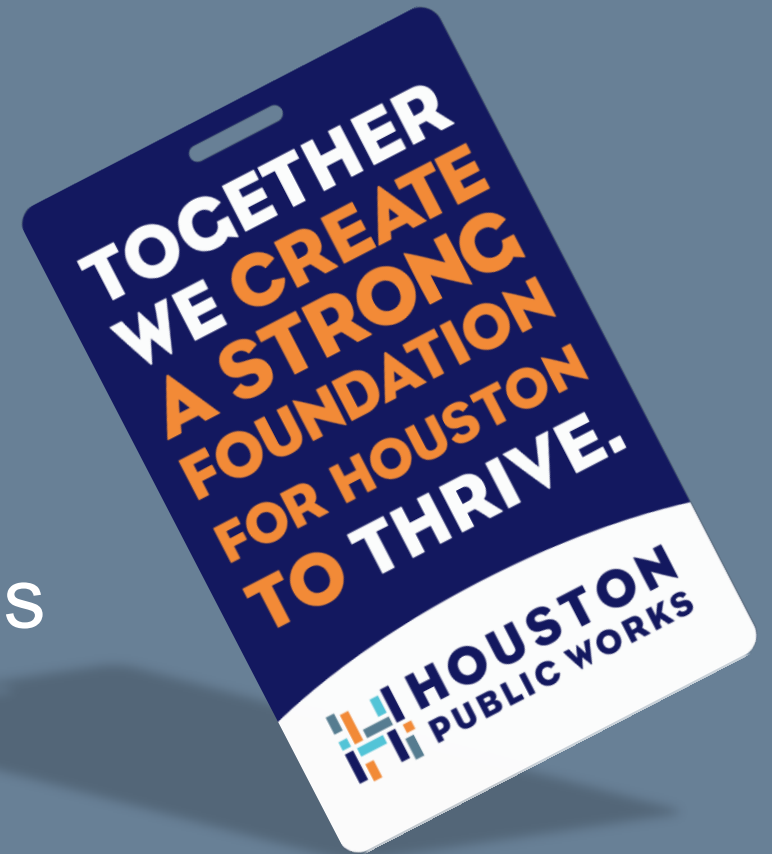
CUSTOMER ACCOUNT SERVICES

PURPOSE

review proposed Winter Storm Relief Program to address unusually high bills

5 TO THRIVE VALUES

integrity | teamwork | ownership | communication | respect



METER READING OPERATIONS



480K

Meters Read Each Month



FIXED NETWORKS

60%



MOBILE VAN READS

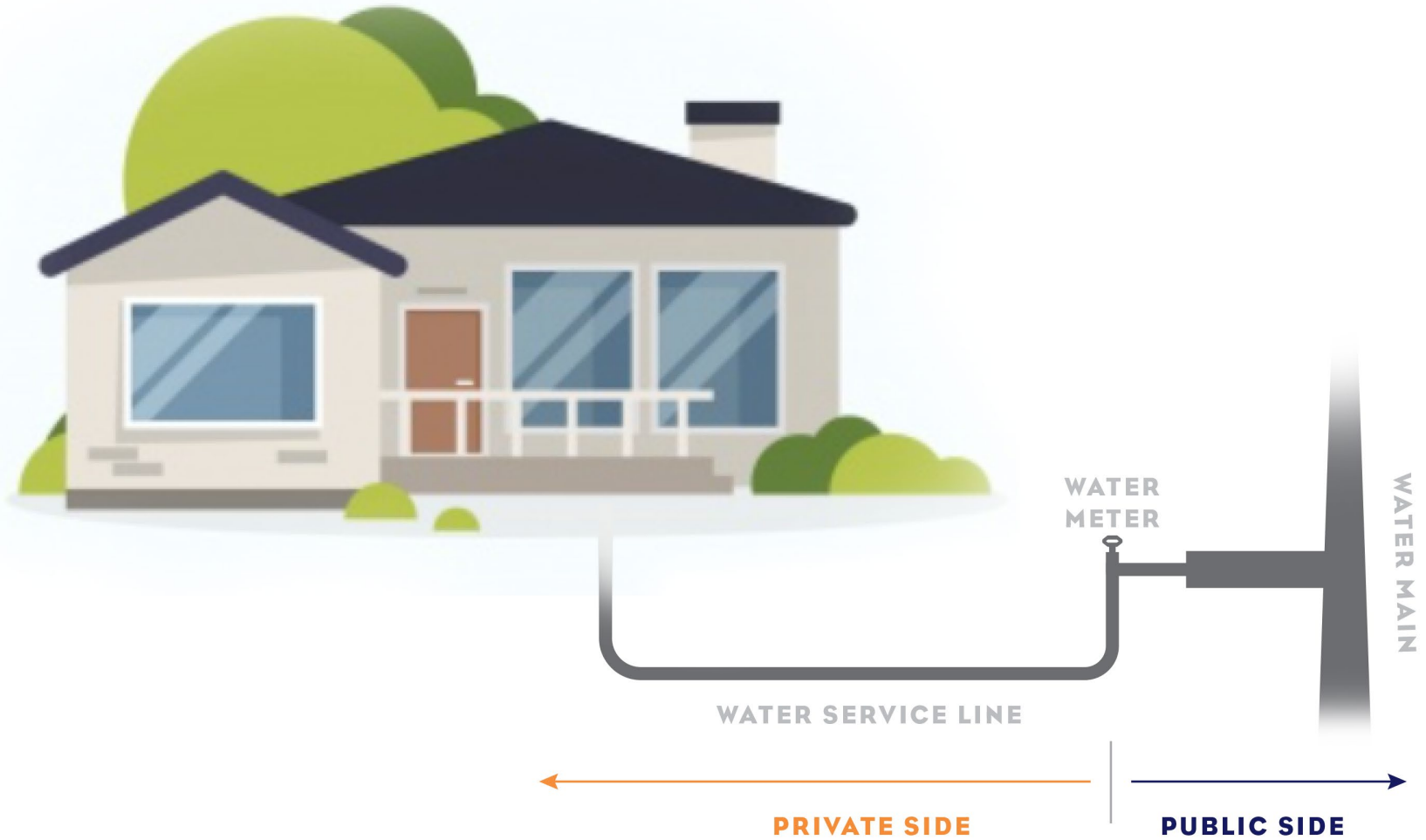
30%



MANUAL READS

10%

WATER SERVICE LINES



STORM IMPACTS

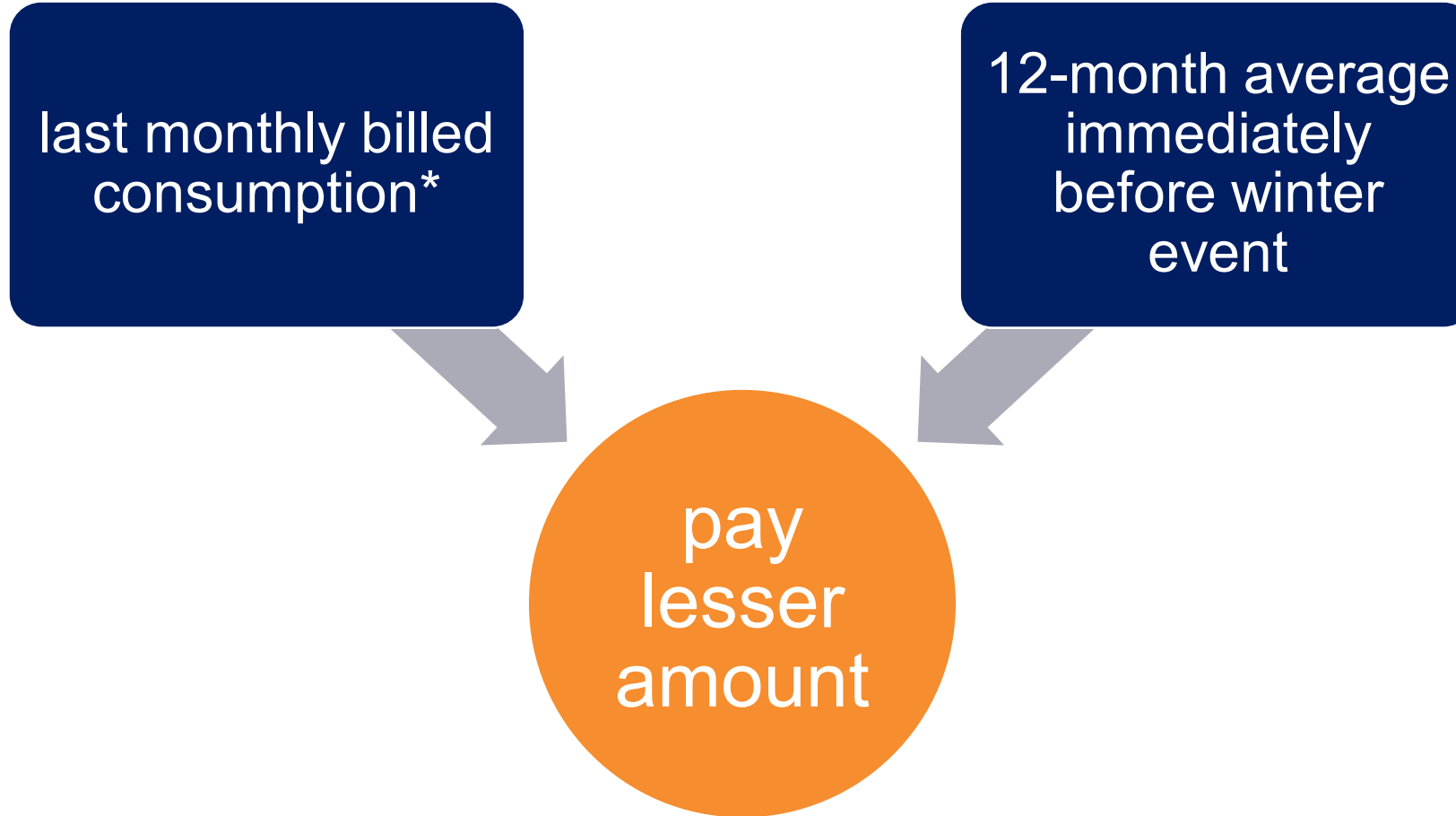
- an estimated 25% of customers experienced a leak on their property during the event
- an estimated 50,000 single family residential customers had no flow or constant flow, indicating a leak
- approximately 400 multi-family residential customers had indications of a leak
- over 11,000 calls related to help with water service the weeks during and after the event

IMMEDIATE RELIEF

- for bills due in March, “affected customers” to pay the same amount as their last bill
- suspension of late fee penalties for bills due February 15 through March 15, 2021
- continued moratorium on service disconnections*
- proposed ordinance to provide adjustment of customer accounts impacted by the winter storm

*initiated at onset of Covid-19 Pandemic

ADJUSTMENT PROGRAM



*includes consumption during winter event

ADJUSTMENT PROGRAMS

	RELIEF PROGRAM		ORDINANCE
WHO	single family residential	non-single family residential*	all
HOW	automatic adjustment	apply at houstonwaterbills.org	apply
AMOUNT	100% adjustment	100% adjustment	50% rate applied to excess usage
WHEN	immediately	upon approval	after repair and approval
CRITERIA	none	FEMA claim or insurance documentation**	additional documentation

* multi-family, commercial, and industrial users

** account holders without FEMA claim or insurance documentation may qualify for a leak adjustment under Ordinance 47-74

NEXT STEPS

WHEN	WHAT
planned for March 10, 2021	Council action on Winter Storm Uri Utility Bill Relief

thank you!



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