



February 25, 2020

Dear Customer:

City of Houston Ordinance 2010-305 approves an automatic annual rate adjustment effective April 1st each year. The water and wastewater rate adjustment for 2020 is 3.5%. This rate adjustment is based on the 2019 Houston Regional Consumer Price Index of 2.2% plus the City of Houston population increase of 1.3% according to the United States Census Bureau.

This annual rate adjustment helps cover the cost increase to provide safe, clean drinking water and the collection and treatment of wastewater. The bill you receive in April may reflect a proration between the previous and the new rate. The May bill will reflect a full month of the new rate.

New rate tables will be posted on April 1, 2020 to www.HoustonWater.org. The website also features the ability for customers to sign up for ebills, automatic payments, and tips on ways to minimize water usage. Customer Account Services is continuously looking for ways to better serve you. If you have any questions please call 713-371-1400.

Sincerely,

Sherri L. Winslow, P.E.

Director

Customer Account Services