



WATER & WASTEWATER RATE OVERVIEW

New water & wastewater rates start September 1, 2021.

WHAT ARE WATER & WASTEWATER RATES?

Water & wastewater rates are the charges 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 RATES CHANGING?

Rates are changing to pay for legal requirements, such as the Consent Decree, and the increased cost of service for each type of customer, like single-family or industrial, while ensuring everyone pays their fair share.

WHAT DO THE RATES PAY FOR?

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

HOW WILL UTILITY BILLS CHANGE?

Houston's water and wastewater rates will remain among the lowest of other major cities even with increases.

WHAT IS THE DIFFERENCE BETWEEN ANNUAL AUTOMATIC ADJUSTMENTS & NEW RATES?

Annual automatic adjustments are based on numbers provided by the US Bureau of Labor & Statistics. It ranges from .03 - 4.40%. New rates help cover the rising cost of service, including maintaining, replacing, and upgrading aging infrastructure, paying debts, and maintaining reserves. Houston last increased rates in 2010.

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

Our [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 bit.ly/houwaterrates or email publicworks@houstontx.gov