



WATER BILL IMPROVEMENT PLAN UPDATE

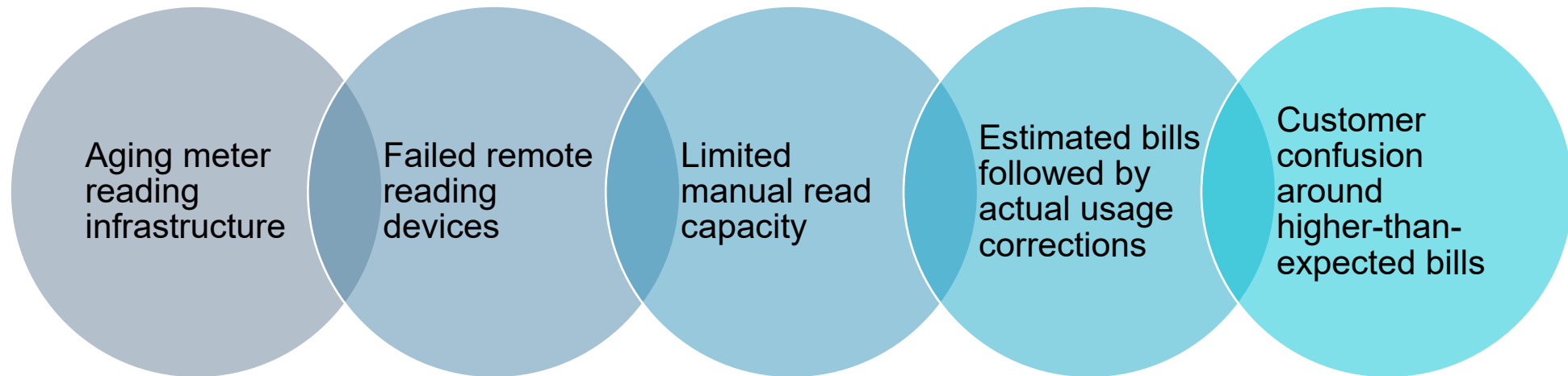
**HOUSTON PUBLIC WORKS
RANDY MACCHI, DIRECTOR**

TODAY'S UPDATE

- **What Prompted the Plan**
- **Implementation Progress**
- **Ongoing Challenges**
- **Next Steps**

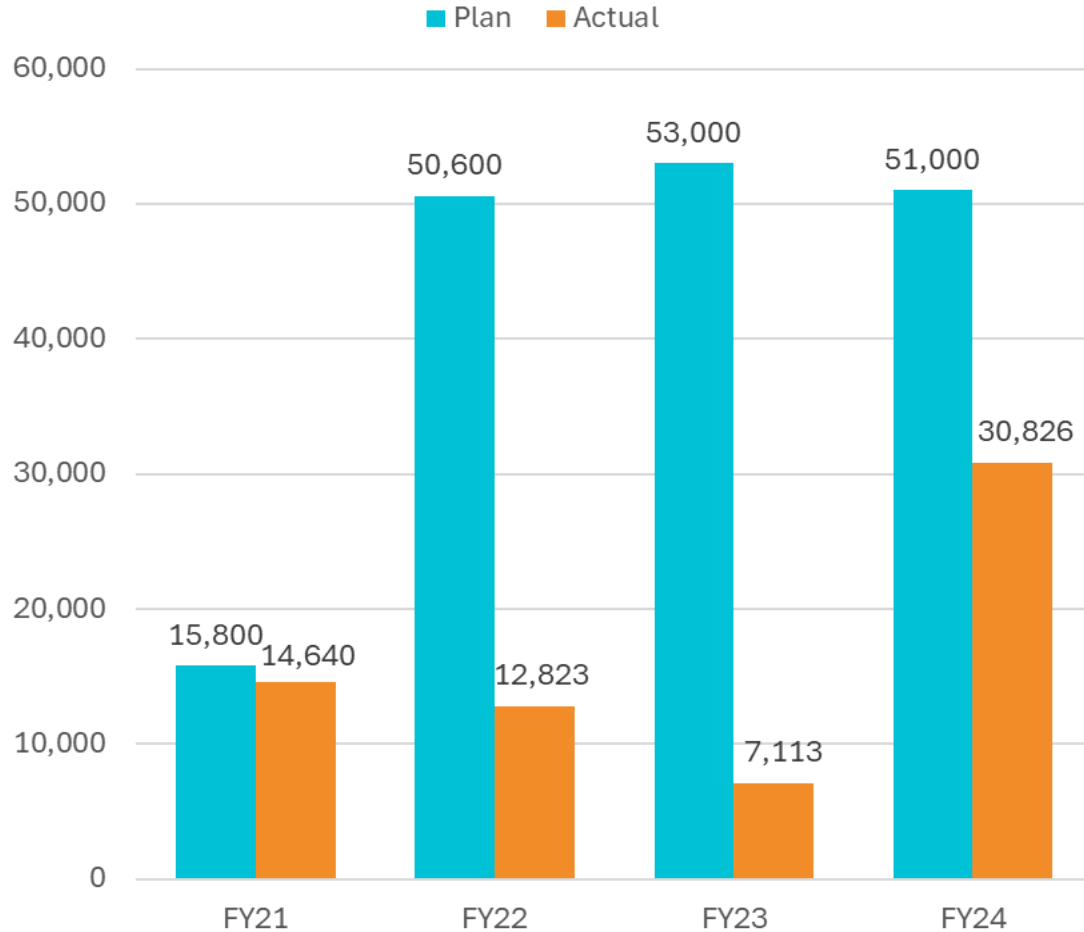
WHAT PROMPTED THE PLAN

The 2024 Water Bill Improvement Plan was developed following a review of issues affecting billing consistency and customer confidence. Key findings include:

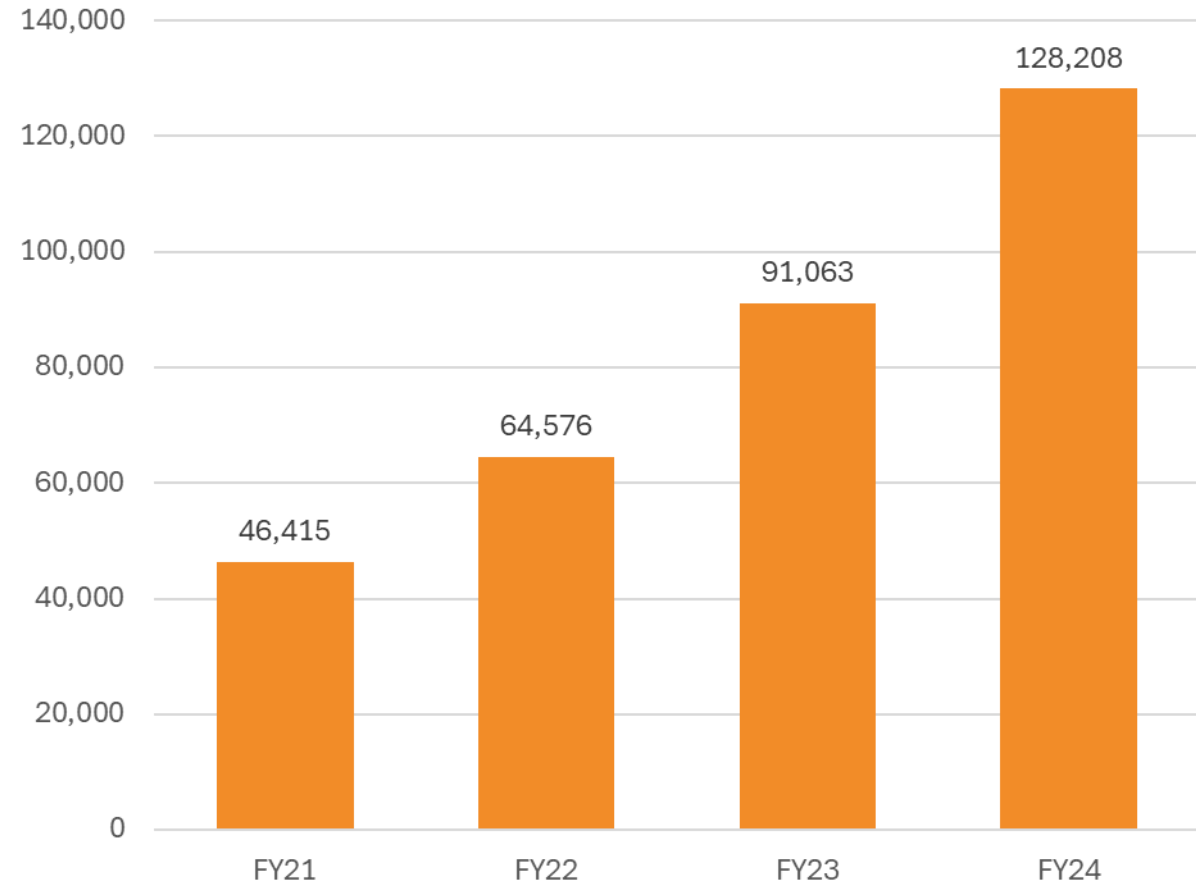


AGING READING DEVICES | REPLACEMENTS

Reading Device Installation



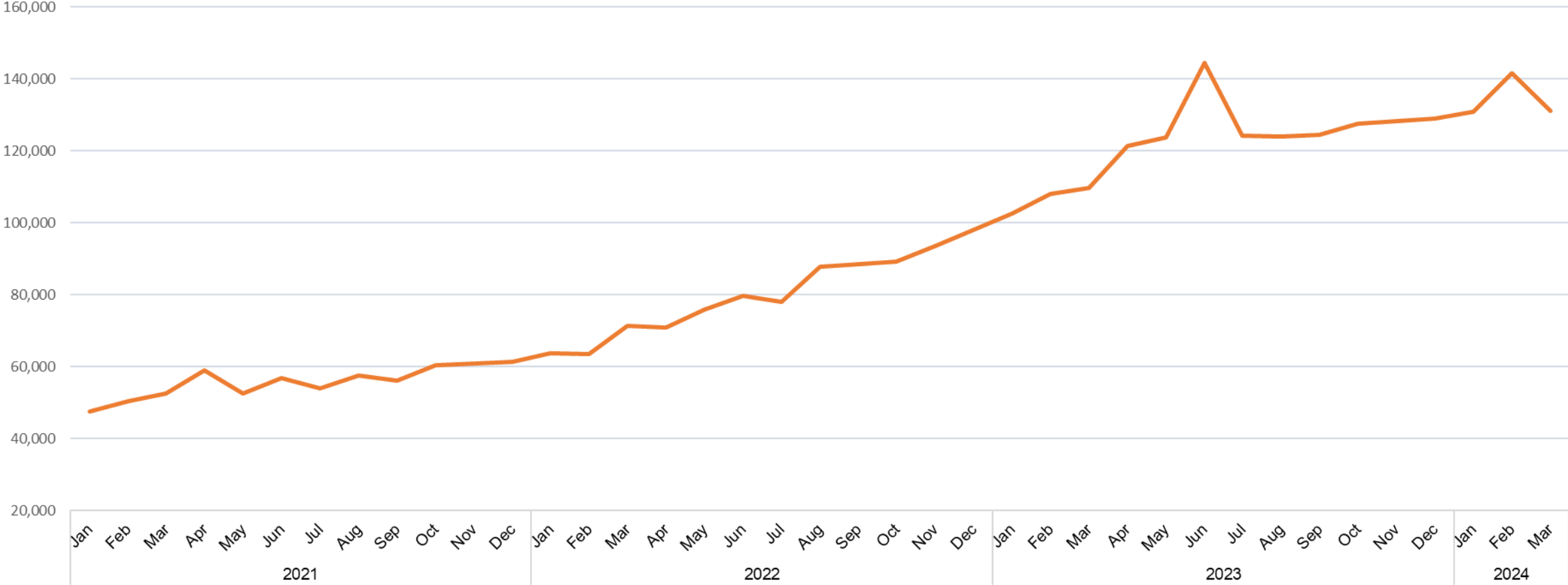
Avg Monthly Demand For Manual Meter Reads



*Through Feb'24

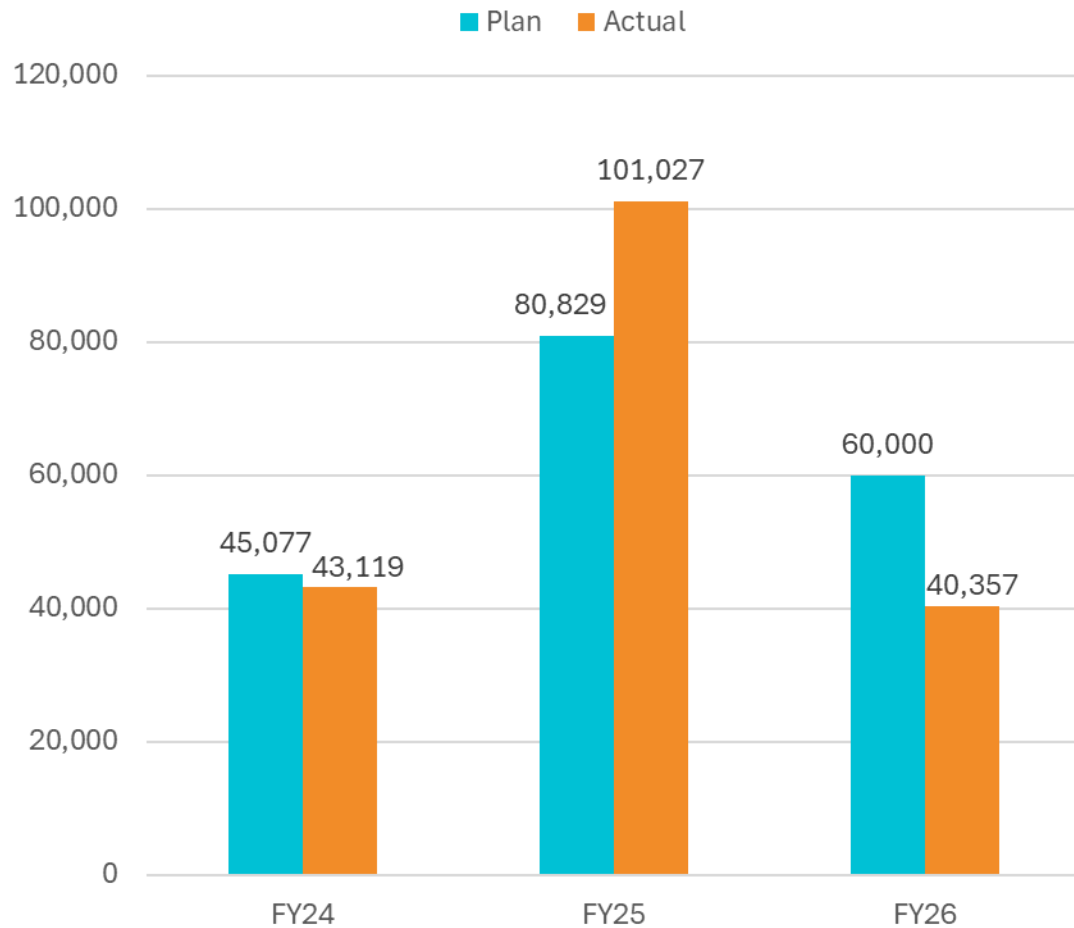
EFFECT OF AGING INFRASTRUCTURE

REQUIRED MANUAL METER READING

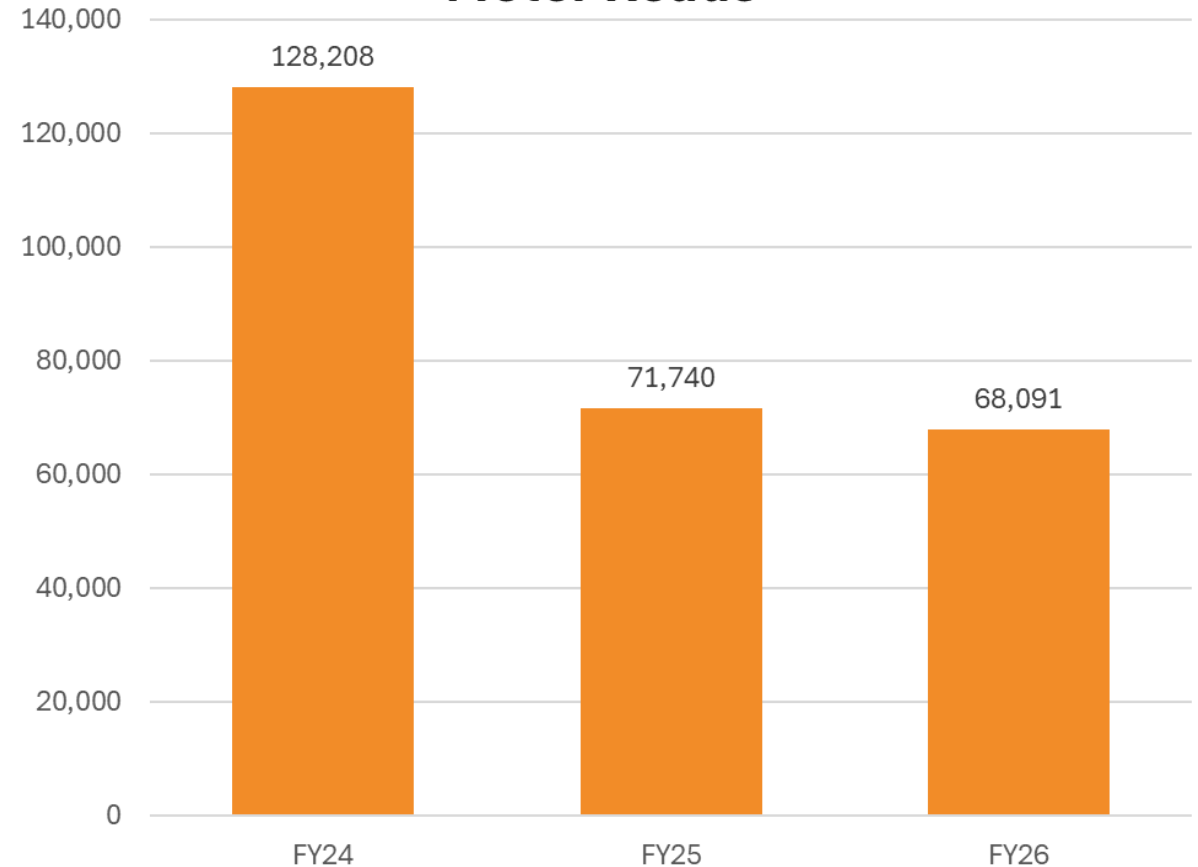


WATER BILL IMPROVEMENT PLAN RESULTS

Reading Device Installation



Avg Monthly Demand For Manual Meter Reads



*Excludes Set Usage Months

IMPLEMENTATION PROGRESS

Remote Reading Device (RRD) Installation

- More than 120K RRDs installed since April 2024
 - ✓ Improved billing accuracy and timeliness
 - ✓ Option for usage alerts
 - ✓ Access to daily/hourly meter reads
 - ✓ Early leak detection
 - ✓ Improved customer service response times
- More than 110K meter registers replaced
- Plan to install more than 240K RRDs over the next 5 years

Customer Appointments

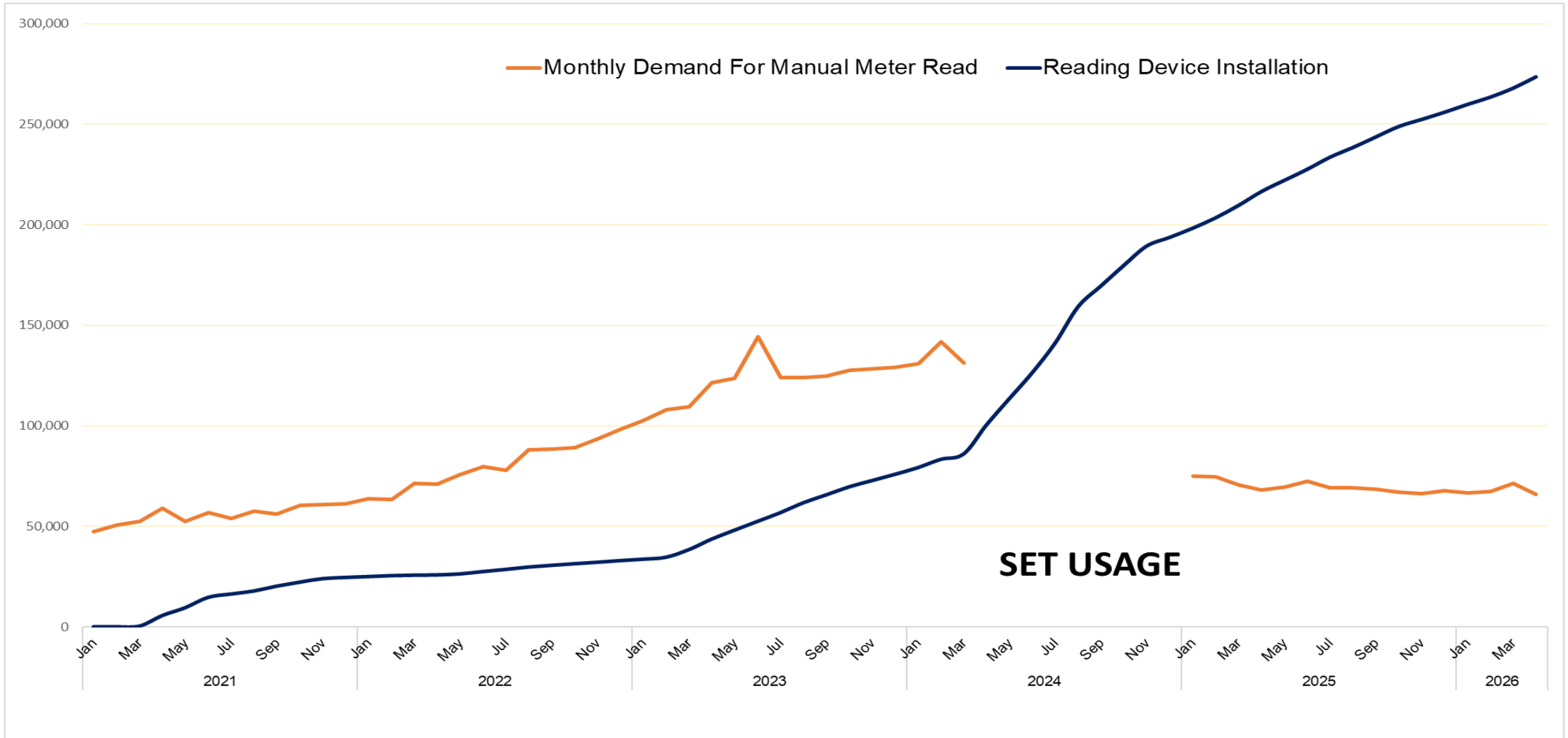
- 2,182 customers served through in-person and virtual appointments
- 77% of issues resolved within one day

IMPLEMENTATION PROGRESS

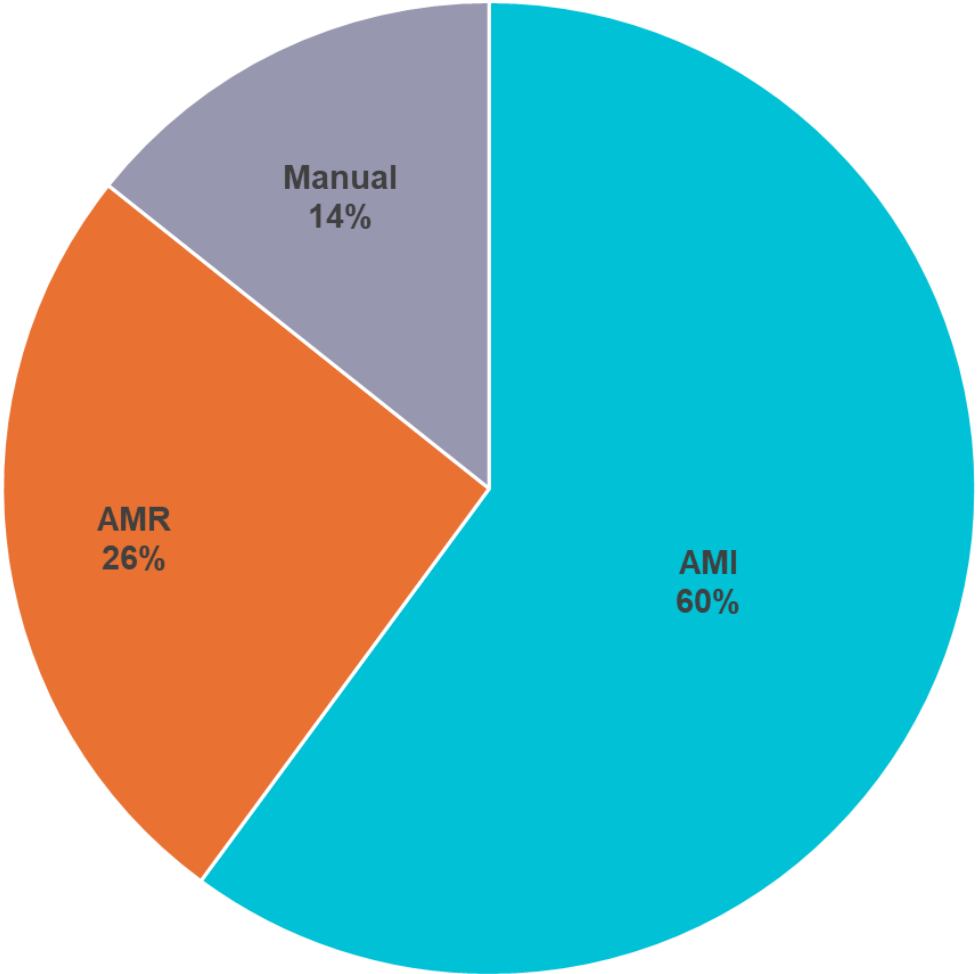
Customer Service Enhancements

- Revised Chapter 47
 - ✓ Reduced eligibility requirements for bill adjustments
 - ✓ No limit on number of leak adjustments
 - ✓ Increased eligible credit amount from 50% to 100% (including wastewater)
 - ✓ More than 47K customers received higher adjustments
- Created Universal Adjustment Form
 - ✓ Streamlined the adjustment request process
 - ✓ Improved response times

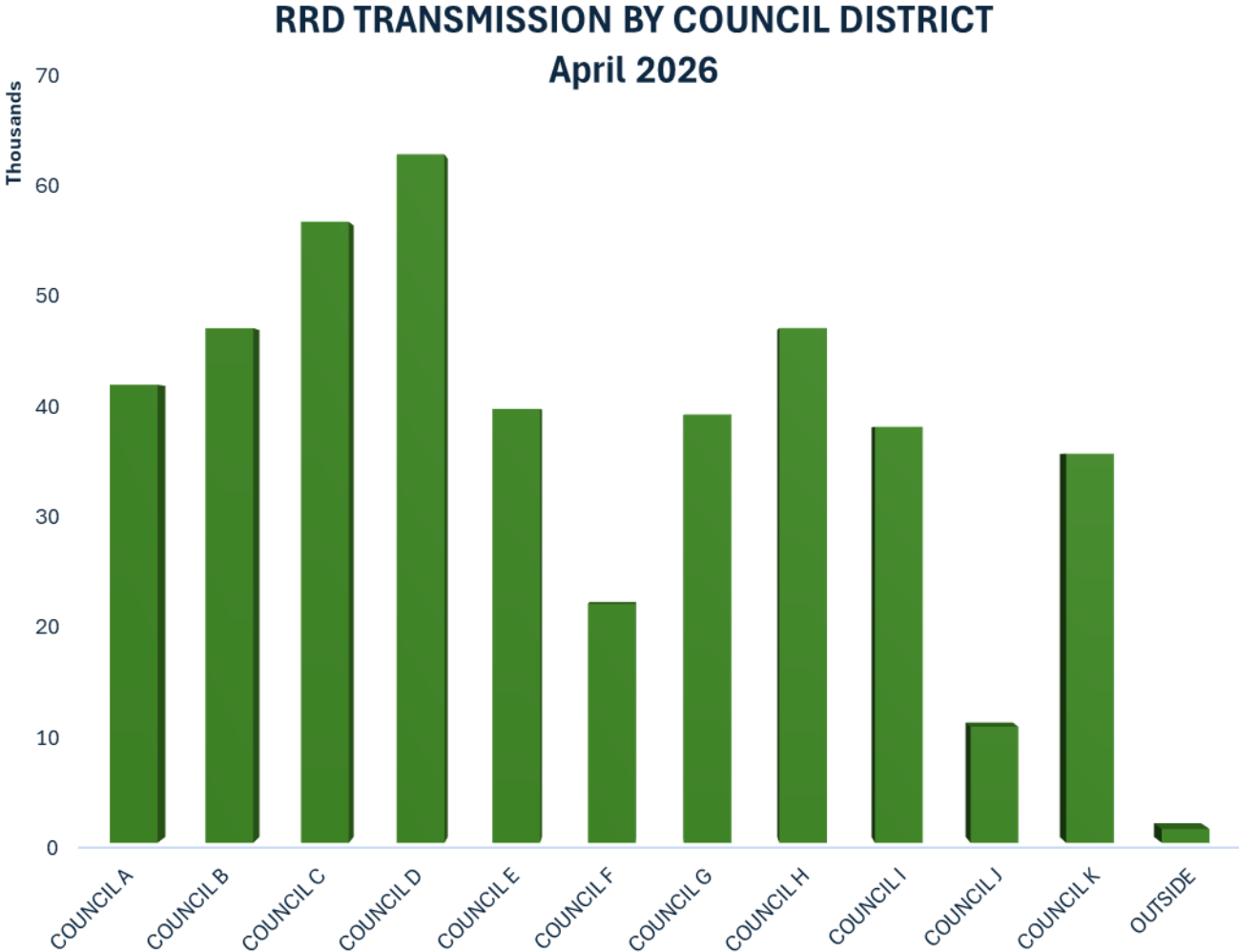
EFFECTS OF ACCELERATED RRD REPLACEMENT



CURRENT STATUS OF REMOTE READING DEVICES



AMI: Advanced Metering Infrastructure
AMR: Automated Meter Reading



Automated Reads by District:
86% Average

ONGOING CHALLENGES

Infrastructure

- More than 340K of 514K meters are more than 20 years old
- More than 240K meters remain without updated remote reading devices, including some within the 340K+ aging meter population

Resources

- Continued focus on staffing, retention, training, fleet, and technology

Customer Communication

- High consumption awareness
- Usage alert sign-ups
- Move-out reporting process
- Meter access for maintenance and service

NEXT STEPS

Smart Meter Replacement Pilot Program

- Replacing 25K meters (20+ years old)
 - Upgrading to smart meters with no moving parts
 - Started in March 2026
 - Completed 1,200
 - 12-month completion timeline



Thank You



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