



METER READING AND WATER BILLS

LISA GARRISON, DIRECTOR
CUSTOMER ACCOUNT SERVICES
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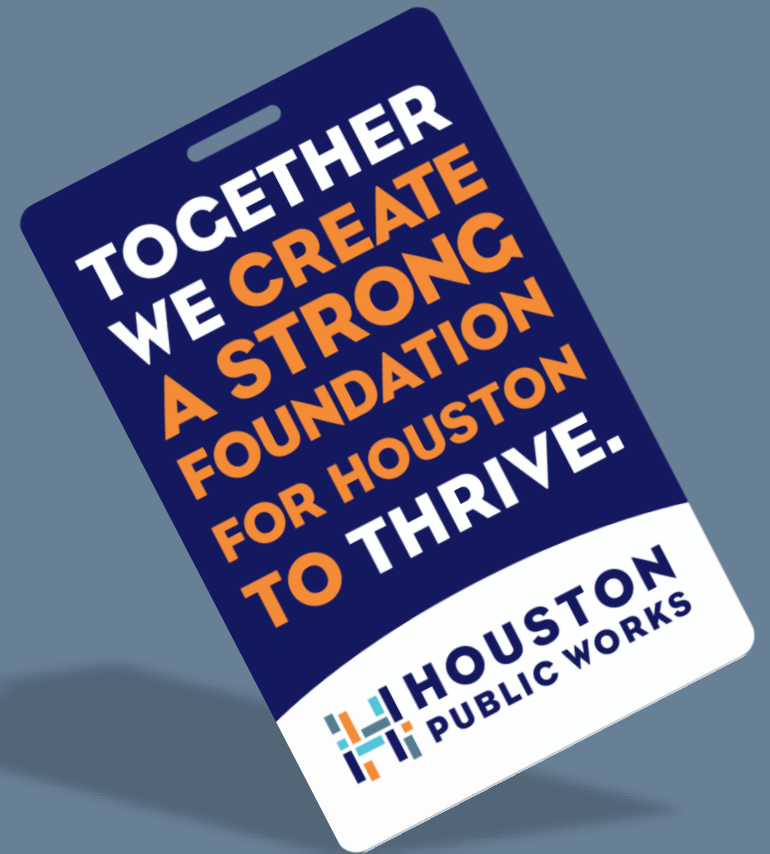


PURPOSE

together we create a strong foundation
for Houston to thrive

5 TO THRIVE VALUES

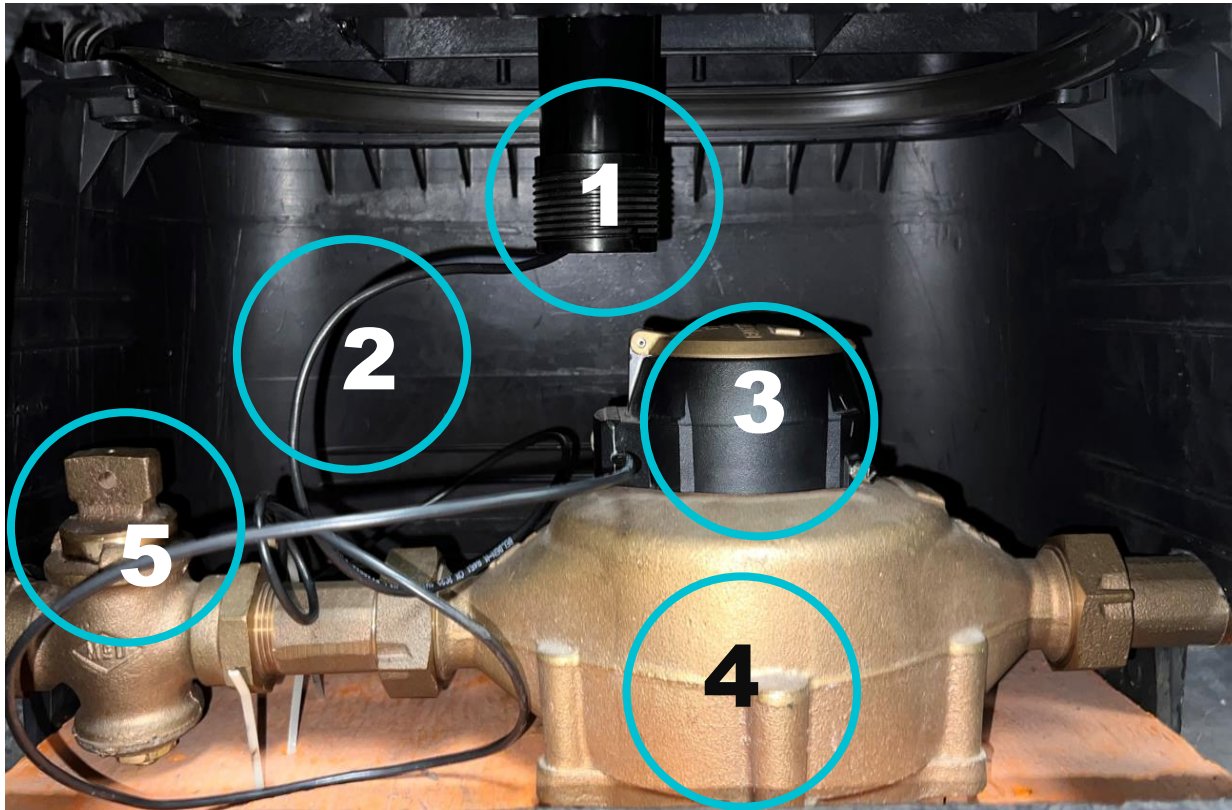
respect | ownership | communication | integrity | teamwork



CUSTOMER ACCOUNT SERVICES

- **Provide Billing & Collections services to the largest water/wastewater utility in Texas**
- **Read and maintain over 500,000 meters throughout the City**
- **Over 2 Million people served**
- **More than 480,000 Utility bills sent monthly**

INTRODUCTION – METER AND READING DEVICE



1 – Electronic Read Device

2 – Connection cable

3 – Register

4 – Water Meter

5 – Cut off valve

- **A water meter measures the amount of water that is drawn through by the private side**
- **Reading devices do not measure the water usage but transmits the meter readings to radio towers**
- **79% of the meters are currently read through electronic remote reading devices**

METER READING PROCESS

1 EACH BUSINESS DAY , 22,000+ METERS READ FOR BILLING

35% auto

44% van-auto

11%* manual

10% Estimated

2 DATA SENT TO SERVER



3 DATA UPDATED IN BILLING SYSTEMS

Billing Period		Summary of Charges	
Previous Read Date	1/4/2023	Previous Balance	\$95.81
Current Read Date	2/1/2023	Payment - Thank You	\$96.00
Previous Meter Reading	196	Adjustments	\$0.00
Current Meter Reading	200	Current Charges	\$77.93
Water Meter Consumption	<i>(per 1,000 gal.)</i>	Total Amount Due	\$77.74

*Actual demand for Manual Read is 21%
 ** The stat is based on January 2023

WHAT COULD IMPACT METER READING

1. DAMAGED DEVICE/CABLE (STUCK READING)

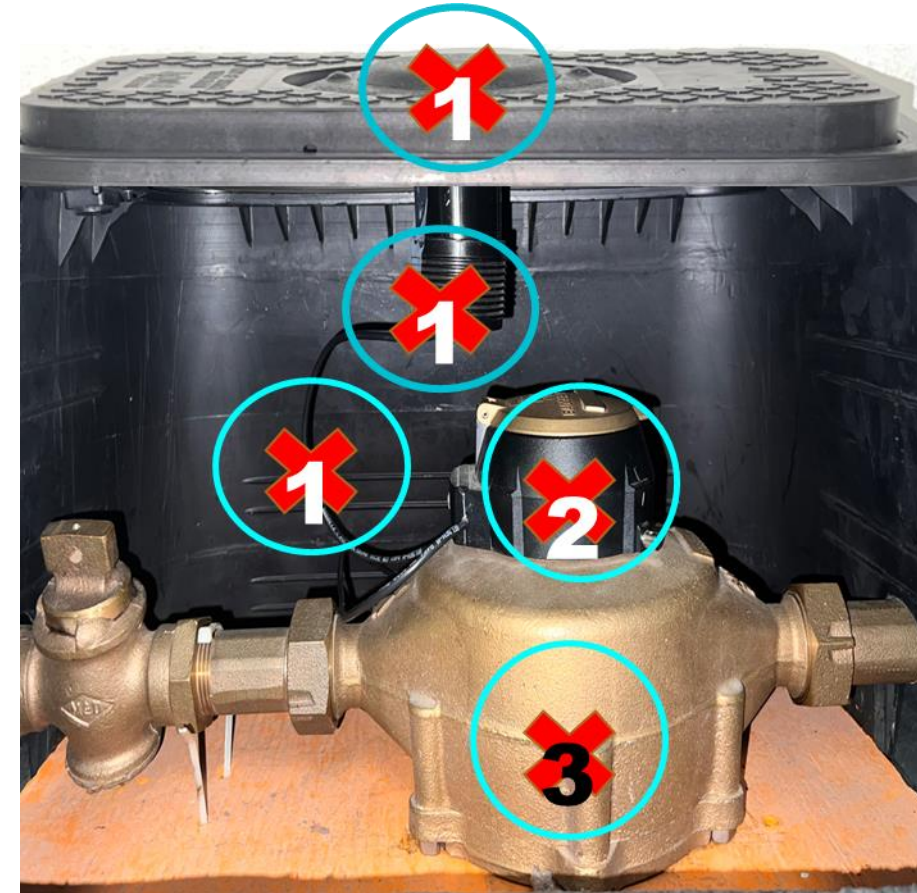
- Device replacement is required
- Manual read required for billing

2. DAMAGED REGISTER

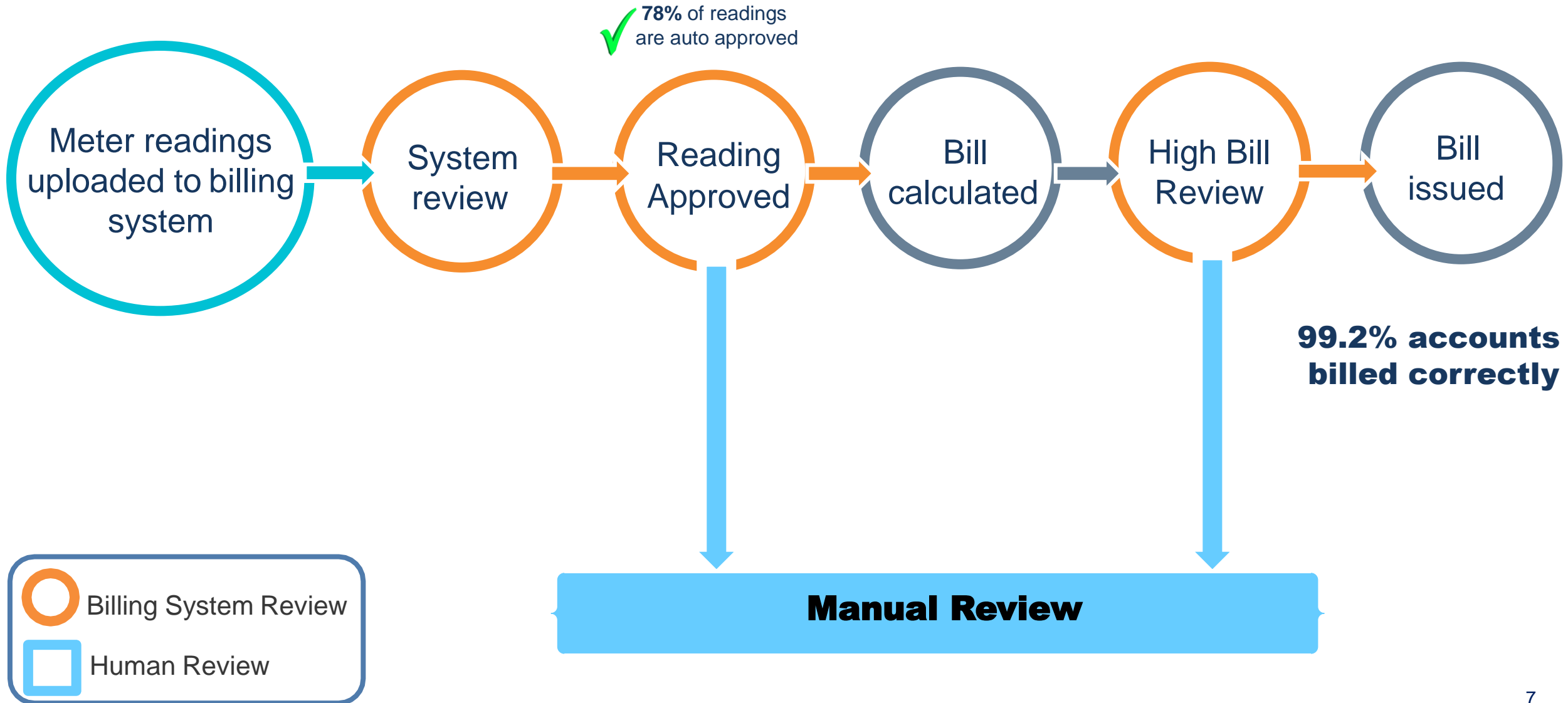
- Register Replacement is required
- Potential Estimate until replaced

3. DAMAGED METER

- Meter Replacement is required
- Potential Estimate until replaced



WATER BILL QUALITY REVIEW



0.8% INCORRECT BILLS

1. AGING INFRASTRUCTURE

Automated meter reading devices pass their 20-year life expectancy

Increased number of damaged or failed component devices

2. HUMAN PERFORMANCE

Error in visual meter reading

Incorrect account analysis

Error in installation of meter reading device components

3. METER READING ESTIMATES

Increased demand and time constraints

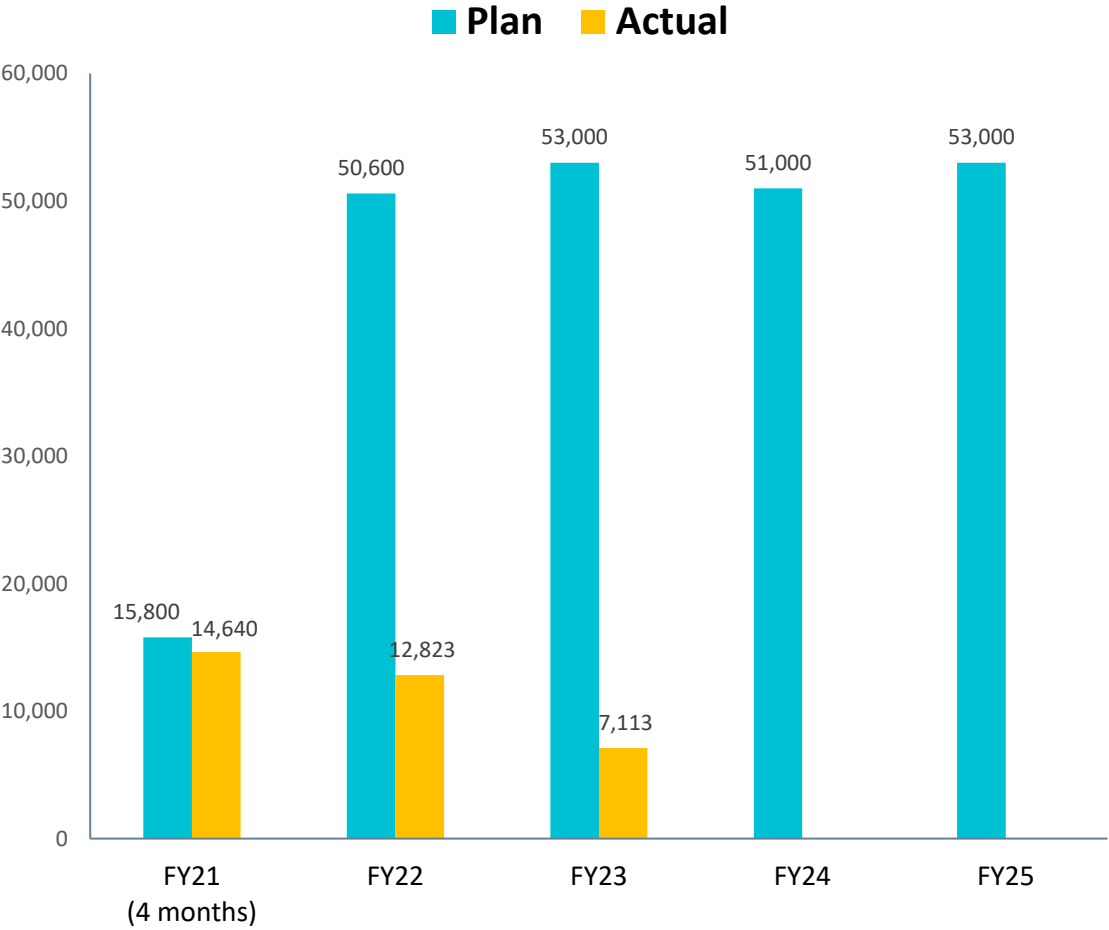
Inclement weather

Damaged components

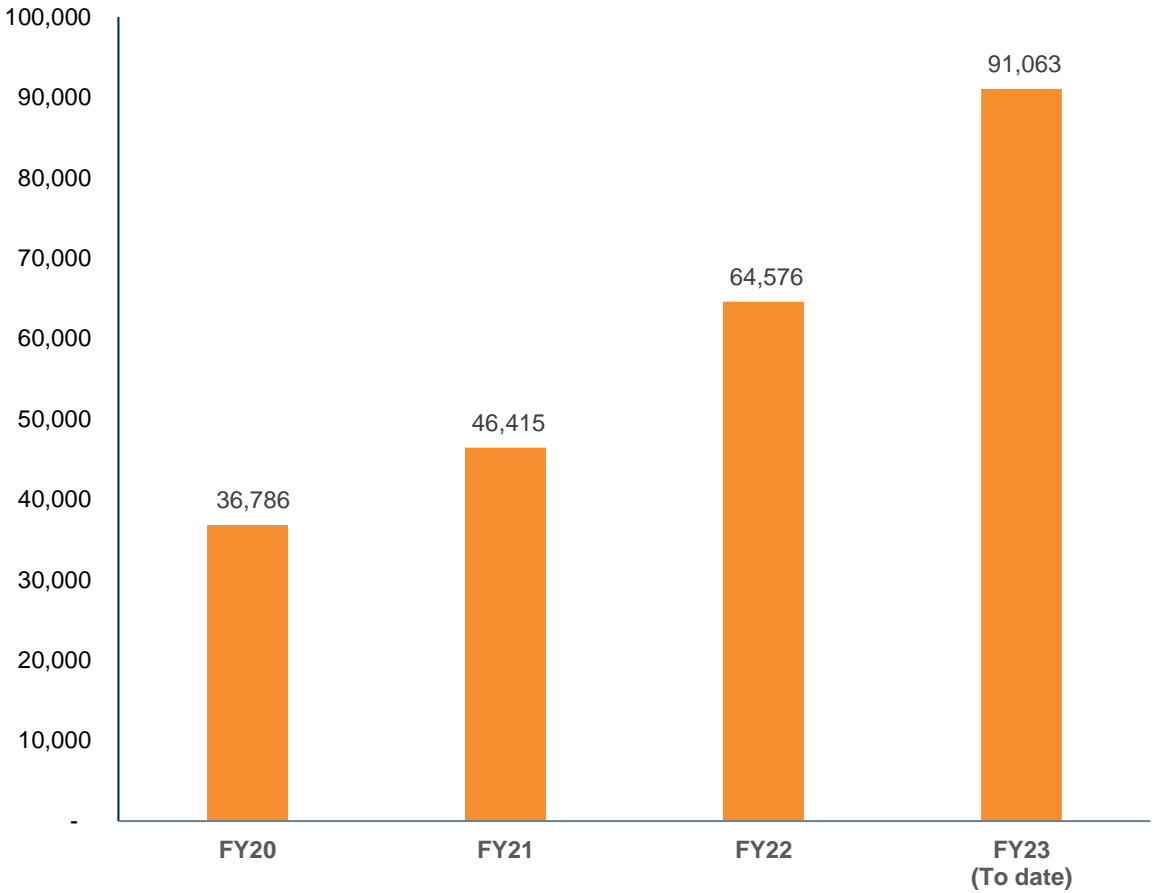
Inaccessible or covered meters

AGING READING DEVICES | REPLACEMENTS

READING DEVICE INSTALLATION

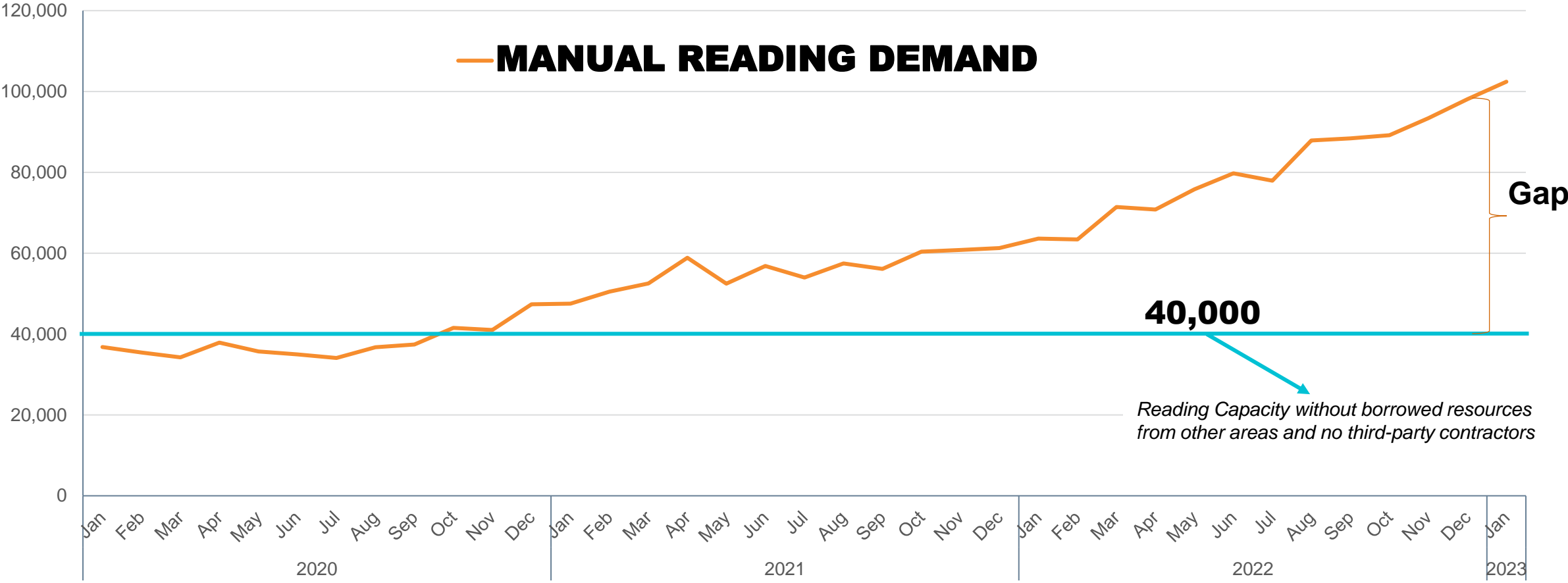


AVERAGE MONTHLY DEMAND FOR MANUAL METER READS



- *The actual replacement plan was in place for 10 years*

EFFECTS OF AGING READING DEVICES




DEVICE FAILURE =

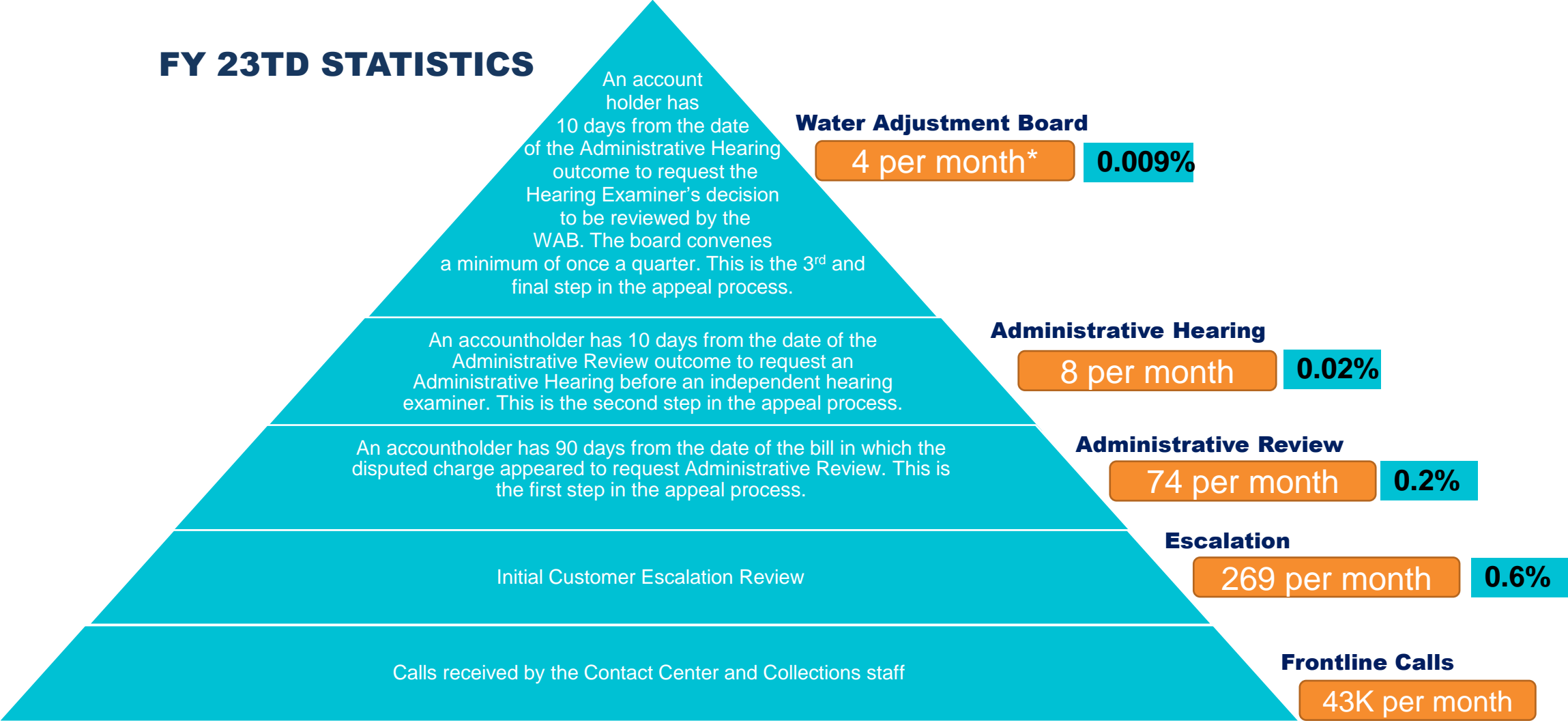
MANUAL READ =

ESTIMATED READ =

POSSIBLE ESCALATION

BILL DISPUTE PROCESS* (ORDINANCE CH. 47-70.1, 47-75.2)

FY 23TD STATISTICS



*monthly averages

TOP 6 CAUSES OF HIGH USAGE

CAUSE	RATE	EXTRA COST (as of 04/01/2022)
1. LEAKING TOILET	@ ½ gal per minute 21,600 gals per month (can be much higher)	\$484
2. WATERING GARDEN/GRASS	@ 5 gals per minute 1/2 hour per day 4,500 gals per month	\$89
3. PRIVATE LINE BREAK (underground)	1 Week @ 7.5 gals per minute 75,600 gals per week 1 month @ 7.5 gals per minute 324,000 gals per month	\$2,046 \$9,064
4. HOSE LEFT ON (one night)	@ 5 gals per minute for 9 hours 2,700 gals in one night	\$37
5. IRRIGATION SYSTEM LEAK (underground)	@ 1 gal per minute 43,200 gals per month	\$1,081
6. POOL FILL	20,000 gallons (varies from 10,000 to 30,000+)	\$427

CUSTOMER SERVICE IMPROVEMENTS

1	Service Level Improvement	<ul style="list-style-type: none">• Contact Center operational process improvements• Reinstated Customer “Chat” feature• Realigned Call routing mechanics allowing more calls to be taken
2	Hiring and Retention	<ul style="list-style-type: none">• Staffing level continue to improve with quick hiring process• Adopted continuous recruitment plan (Improved retention percentage)• Enhanced training for new and existing employees
3	Process Improvement	<ul style="list-style-type: none">• Reduce increasing number of consecutive estimates by prioritizing• Enhanced bill presentation to customers when a bill is estimated• System and internal controls in place to minimize billing errors
4	Meter Reading	<ul style="list-style-type: none">• Replace the obsolete Automated Meter Reading Infrastructure (AMI)*• Procuring third party meter reading contract to meet rising demand

*supply chain issue

thank you!



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