



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P.O. Box 4863
Houston, Texas 77210-4863
www.houstonwater.org

November 26, 2014

Utility Customer Service
4200 Leeland
Houston, TX 77023

Dear Customer:

You received credits on this month's bill called "Utility Penalty Credit" or "Drainage Penalty Credit". Last year the City of Houston updated the system in which late fees were calculated on unpaid utility bills. After a thorough review of the new methodology, the City has determined that some customers may have been charged incorrectly. Those customers are receiving a credit on this month's utility bill.

For the most up-to-date information on your account, create an online profile. With an online profile you can set up customized account alerts, access usage alerts via computer or phone, compare your water usage to your neighbors' usage, register for automatic payments and much, much more! Register now at <http://www.houstonwater.org>.

As always, we are committed to providing world-class customer service. If you have any questions, please contact Utility Customer Service by phone at (713) 371-1400, by chat at www.houstonwater.org or by email at customer.service@houstontx.gov.

Sincerely,


Tommy McClung
Assistant Director