



March 16, 2022

Dear Customer:

City Ordinances require certain automatic annual adjustments to the water and wastewater rates based on inflationary indices. The one-year inflationary index for our area is 4.3%. The City of Houston population increased by 1.3%. The inflationary index of 4.3% when combined with the population increase of 1.3% results in an automatic annual water and wastewater rate increase of 5.6% on April 1, 2022.

This year, in addition to the 5.6% automatic annual rate adjustment, Ordinance No. 2021-515 adopted the 2021 Water & Wastewater Cost of Service Rate Study, which allows for new annual rates over a 5-year period. These rate adjustments are necessary to pay increases in the cost of operating, maintaining, and repairing the combined water and wastewater utility system, debt service on the utility system's bonds and other obligations of the utility system, protect the financial integrity of the utility system, and comply with certain bond covenants and all other applicable law.

New rate tables will be posted on April 1, 2022, at www.HoustonWater.org. Customers are also encouraged to take advantage of the website to sign up for ebills, automatic payments, and to obtain 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,

A handwritten signature in black ink, appearing to read "Sherri L. Winslow".

Sherri L. Winslow
Director
Customer Account Services