



Mayor's Newsletter

November 2023

Mayor Bobby Warren - bwarren@jerseyvillagetx.com

Dear Friends and Neighbors,

I have continued to receive feedback from citizens regarding changes to the billing for water bills. Some have also expressed concerns about the accuracy of billing for water meters. These are both issues that the city council has discussed at two meetings this month. There is also a work session scheduled for December 11, 2023 at 6:00pm to discuss each issue.

A review of meter data over the past two years was recently performed, comparing the total amounts of water recorded at all meters against the amounts of water received from the City of Houston and our water pumped from our wells. We found that customer meters recorded total amounts of water consumption each month that was lower than the amounts of water the city received. This result is expected for several reasons. Customers are billed for water in 1,000 increments, which is always rounded down from the recorded consumption. In addition, there is some amount of water loss that occurs when fire hydrants are flushed, when maintenance is performed or when the occasional water main break happens. If there was a widespread issue with meters recording larger amounts of water than what is consumed, the amount of water metered at customer locations would be higher than the water recorded as being received into the city's water system.

Soon, the city will introduce a new system to allow utility customers to track their water consumption in real time. This should make it easier for anyone to identify the source of unexpected spikes in water usage as it is happening.

When it comes to the billing changes, I share the concerns citizens have raised regarding the move away from measuring wastewater use by average water consumption in the winter months. Many residents still have only one water meter, which means that under our new billing rules, water used for irrigation in the warmer months would cause both their water bill and their sewer bill to jump under the new billing system even though that water doesn't enter the wastewater treatment system.

We all know that costs for many things have risen dramatically in recent years, and that includes the cost of running and maintaining our water and sewer systems. That cost is supported almost entirely by revenues generated from utility bills. In other words, every single penny you pay toward your water bill goes toward maintaining that system. We need to ensure, however, that the amounts charged to our customers are fair and reasonable based on the actual costs incurred to provide that service. I am looking forward to discussing these issues in more detail with the rest of our city council next week.

Finally, I want to wish each of you a very Merry Christmas and a Happy New Year!

Your neighbor,

Bobby Warren
Mayor