CITY OF HOUSTON

Public Works and Engineering Department

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

EXEMPTION GUIDELINES 2013

The City of Houston has established fee exemptions for qualified customers with water/wastewater accounts. See "Who is eligible for exemption?" below. Before processing your request, we must receive your completed application and all required documentation in our office. Processing of applications takes approximately thirty (30) days.

What is exempted?

Customers who do not pay their bill in full on or before the due date are assessed a 10% fee for late payment. Additionally, customers who request that the City of Houston verify their meter reading are assessed a $10.56 charge if the original reading is found to be correct. Exempt customers will not be subject to either of these charges.

2013 Health and Human Services Poverty Guidelines

No. in Household	Maximum Income Per Month	Maximum Income Per Year
1	$ 957.50	$ 11,490
2	$ 1,292.50	$ 15,510
3	$ 1,627.50	$ 19,530
4	$ 1,962.50	$ 23,550
5	$ 2,297.50	$ 27,570
6	$ 2,632.50	$ 31,590
7	$ 2,967.50	$ 35,610
8	*$ 3,302.50	$ 39,630

**For families with more than 8 persons, add $502.50 for each additional person.*

Who is eligible for exemption?

1. Senior Citizens at least sixty (60) years old or older.
2. Disabled persons who meet the income guidelines and are head of household. Applicant must provide proof of income.
3. Veterans with a service-related disability, regardless of income.

Note: Service *must* be in the name of the applicant to receive exemption.

REQUIRED DOCUMENTS (ALL)	1. Copy of City of Houston, Residential Water/Wastewater bill.
	2. Texas Driver's license or ID for the applicant.
PROOF OF INCOME (Group 2 only)	3. Current Award Letters for Veterans, Railroad or Teachers Pension or disability benefit of **ALL** individuals living in the home.
	4. Current check stubs from employers of ALL person(s) living in the home.
	5. Current Social Security or Supplemental Security Income Award Letters of **ALL** person(s) living in the home.
PROOF OF SERVICE-RELATED DISABILITY (Group 3 only)	6. Copy of Veteran's Administration disability (not pension) award letter.

MAIL OR FAX TO:

Utility Customer Service
P.O. Box 4863
Houston, TX 77210-4863

Phone: (713) 371-1400
Fax: (713) 371-1069