



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P.O. Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

EXEMPTION GUIDELINES 2015

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 an \$11.02 charge if the original reading is found to be correct. Exempt customers will not be subject to either of these charges.

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.

2015 Health and Human Services Poverty Guidelines		
No. in Household	Maximum Income	
	Per Month	Per Year
1	\$ 980.83	\$ 11,770
2	\$ 1,327.50	\$ 15,930
3	\$ 1,674.16	\$ 20,090
4	\$ 2,020.83	\$ 24,250
5	\$ 2,367.50	\$ 28,410
6	\$ 2,714.16	\$ 32,570
7	\$ 3,060.83	\$ 36,730
8	*\$ 3,407.50	\$ 40,890

**For families with more than 8 persons, add \$346.66 for each additional person.*

REQUIRED DOCUMENTS (ALL)	1. Copy of City of Houston, Residential Water/Wastewater bill.
	2. Texas Driver's license or ID for the applicant.
	3. Current Award Letters for Veterans, Railroad or Teachers Pension or disability benefit of ALL individuals living in the home.
PROOF OF INCOME (Group 2 only)	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
Attention: Accounting
4200 Leeland
Houston, Texas 77023
Phone: (713) 371-1400
Fax: (713) 371-1098