

Utility Billing Analysis





How many customers saw their
utility bill double?



First, we figured out how many total accounts we had in December



In Pearland, there were **37,981**
total accounts billed in December.



Should we look back one month
or two months?



We looked at bills send out in October,
November and December 2020

(For water used in August – October)



If a bill doubled between **October** and December we counted it.

OR

If a bill doubled between **November** and December we counted it.



There were 37,981 accounts billed

Some bills receive adjustments

Ex: You got a bill for \$100 in error and called the City. The City adjusted it down to \$50.



There were 37,981 accounts billed

Some bills receive adjustments

Ex: You got a bill for ~~\$100~~ in error and called the City. The City adjusted it down to \$50.

We used this number



There were **37,981** accounts billed

Used Adjusted Amount if available

The amounts being compared are for the total bill, including penalties and fees (i.e. Garbage, MUD Fees).



There were 37,981 accounts billed

Used Adjusted Amount if available

Compared total bill amount



Some people moved out during our study.

We'll miss them, but also took them out of this analysis.

There were 37,981 accounts billed

Used Adjusted Amount if available

Compared total bill amount

Took out any move-outs





How many accounts had a bill double?



There were 37,981 accounts billed

Used Adjusted Amount if available

Compared total bill amount

Took out any move-outs

Total number of accounts that saw a bill increase by more than 100%: 341

Put another way, 0.9% of accounts saw their bill increase by more than 100% for usage that occurred August through October.



Of all 37,981 accounts how did the bill change by?

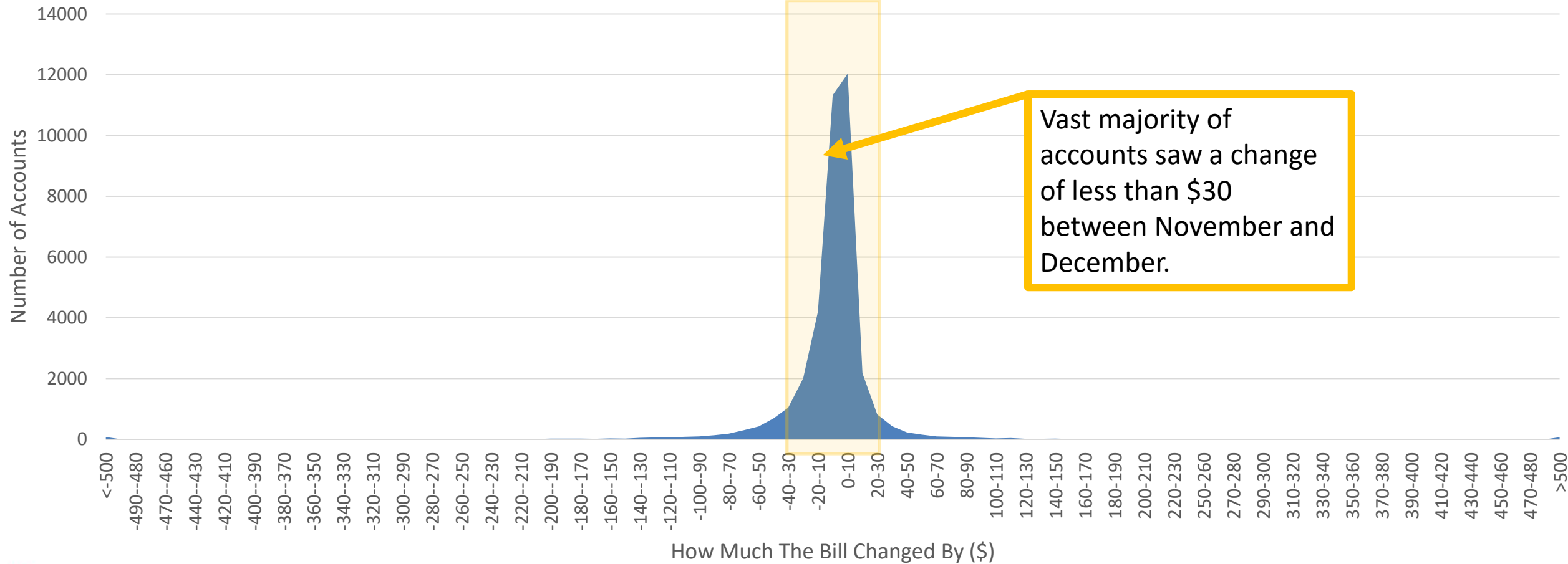


Of all 37,981 accounts how did the bill change by?
- We will look at 37,635 accounts who had a utility bill in both November and December

The vast majority of accounts saw their bills vary by less than \$30 from November to December (September to October Usage)



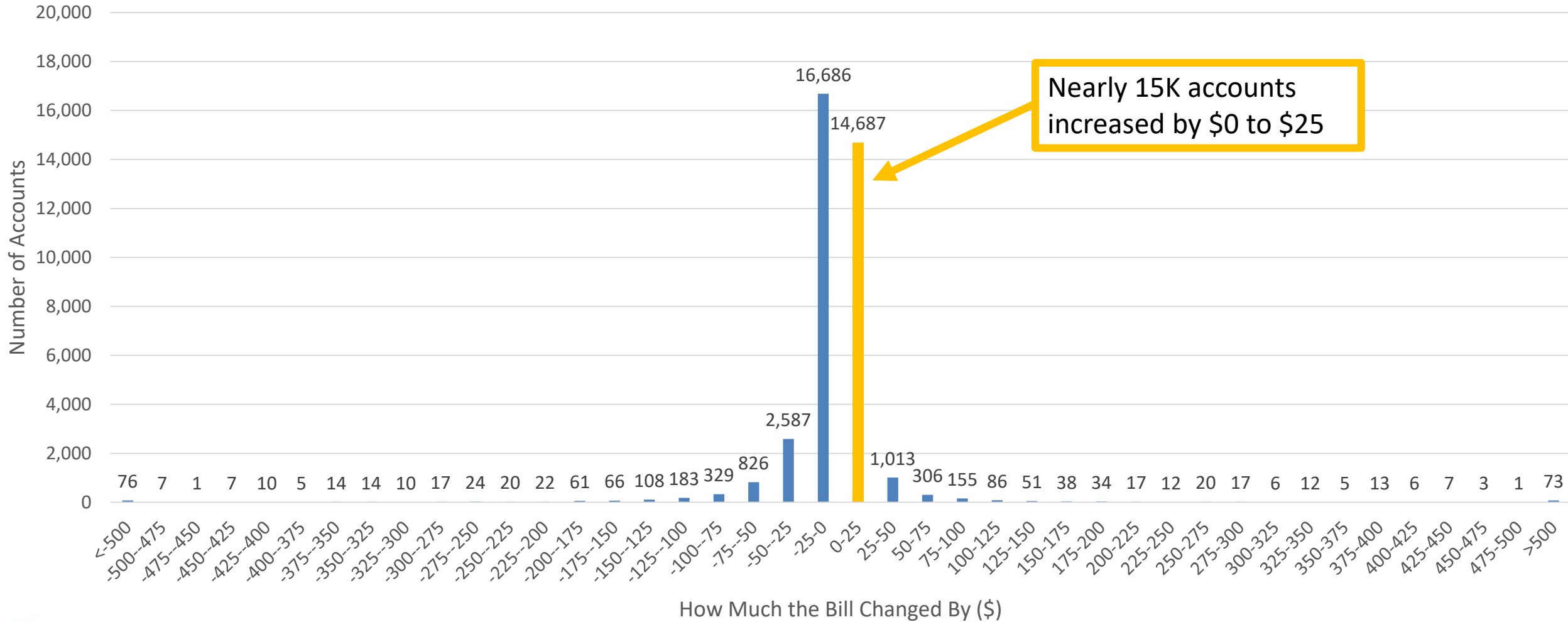
Number of Accounts by Change in Bill Amount November to December



The vast majority of accounts saw their bills vary by less than \$25 from **November** to **December** (September to October Usage)



Amount each Billed Amount Changed from November to December

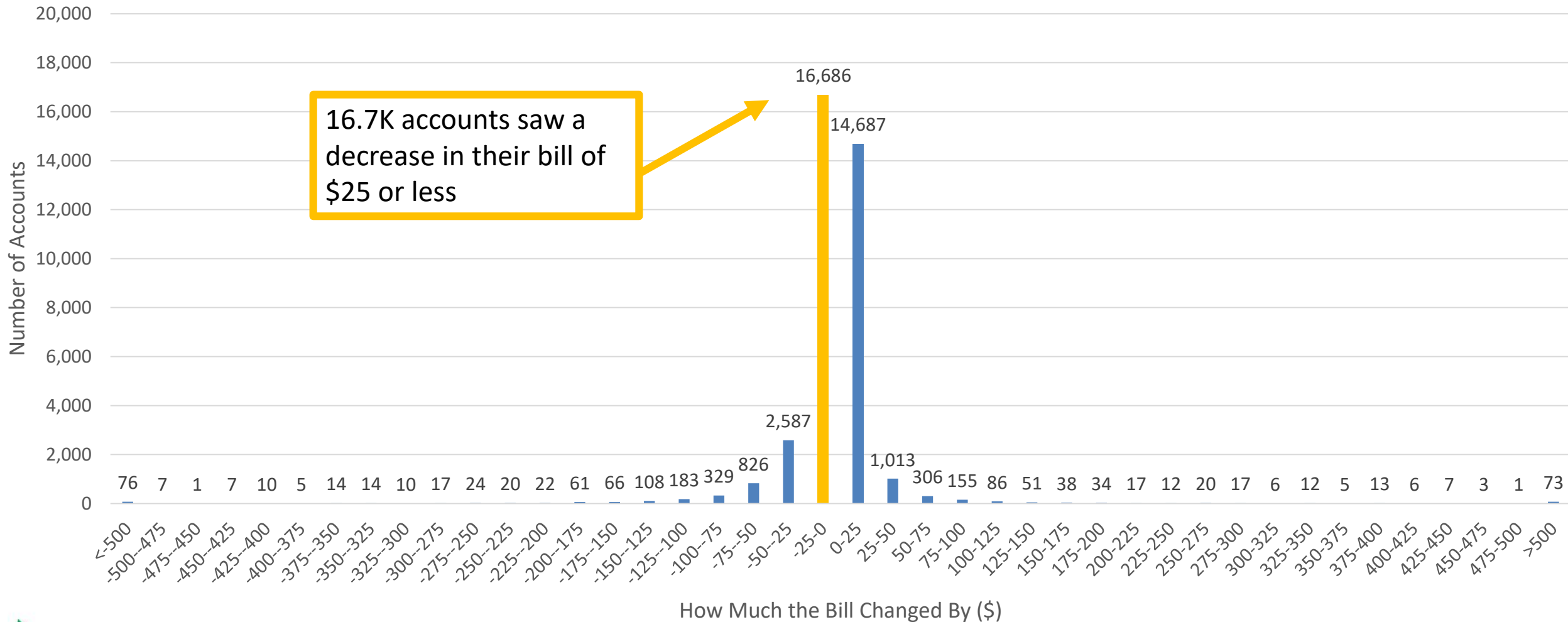


Nearly 15K accounts increased by \$0 to \$25

The vast majority of accounts saw their bills vary by less than \$25 from **November** to **December** (September to October Usage)



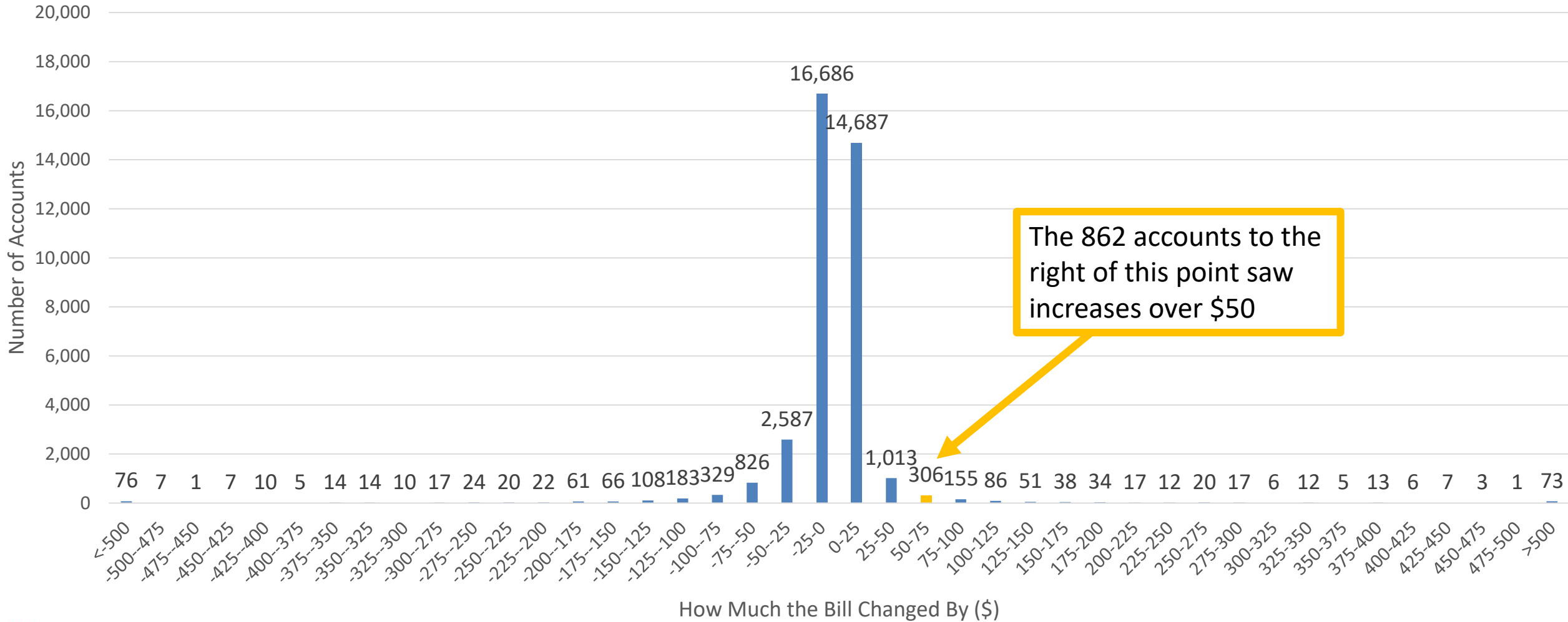
Amount each Billed Amount Changed from November to December



The vast majority of accounts saw their bills vary by less than \$25 from **November** to **December** (September to October Usage)



Amount each Billed Amount Changed from November to December

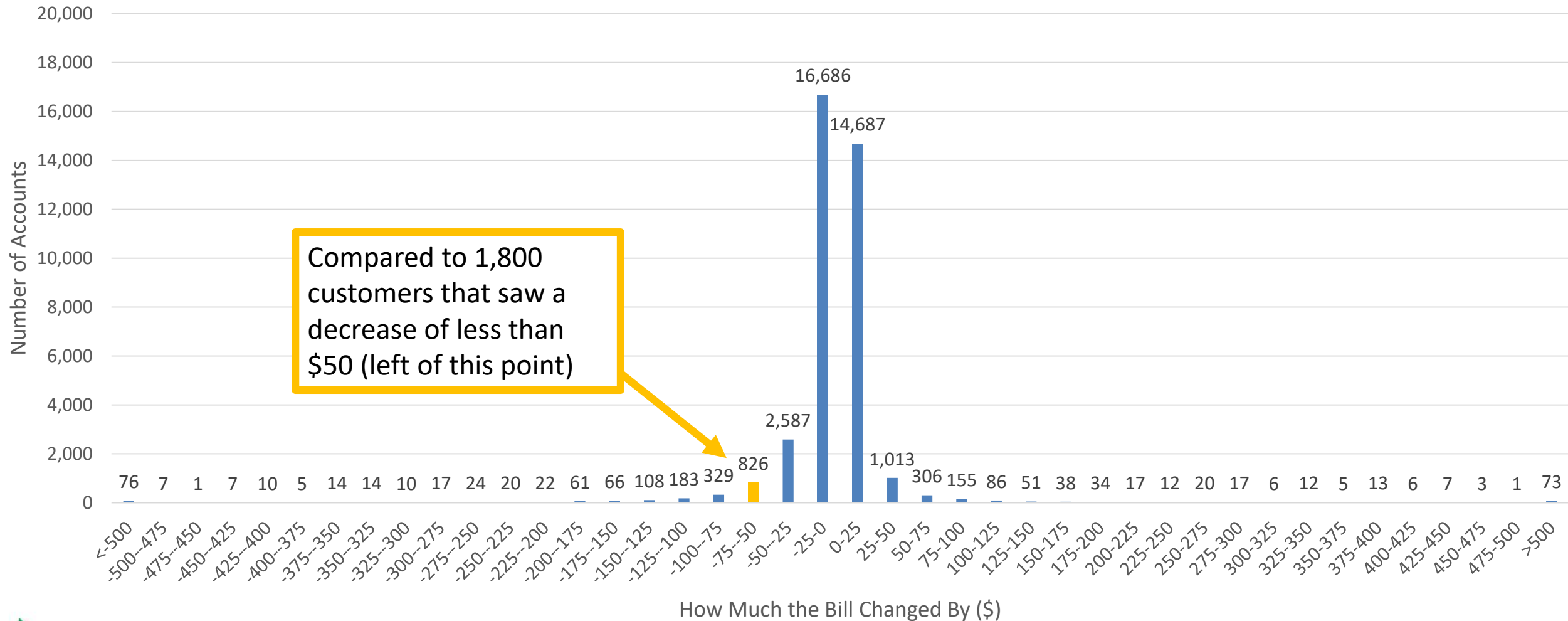


The 862 accounts to the right of this point saw increases over \$50

The vast majority of accounts saw their bills vary by less than \$25 from **November** to **December** (September to October Usage)



Amount each Billed Amount Changed from November to December

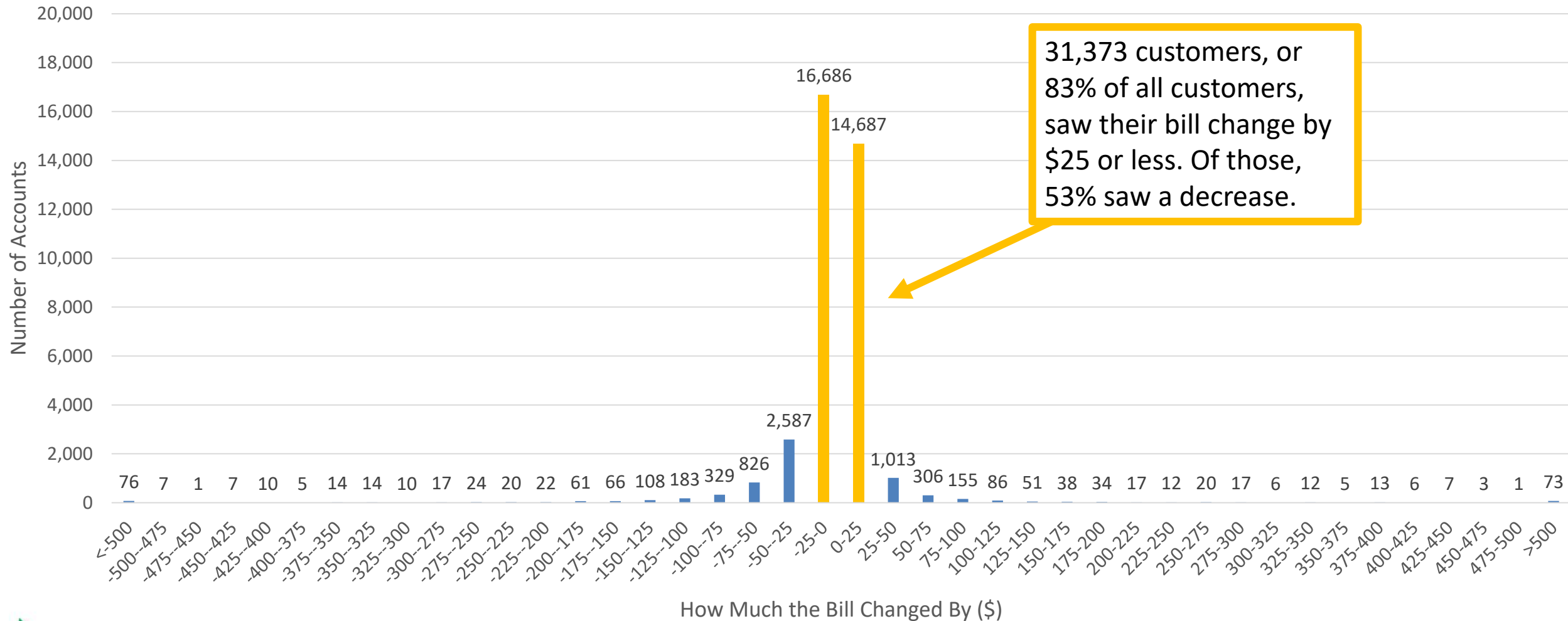


Compared to 1,800 customers that saw a decrease of less than \$50 (left of this point)

The vast majority of accounts saw their bills vary by less than \$25 from **November** to **December** (September to October Usage)



Amount each Billed Amount Changed from November to December



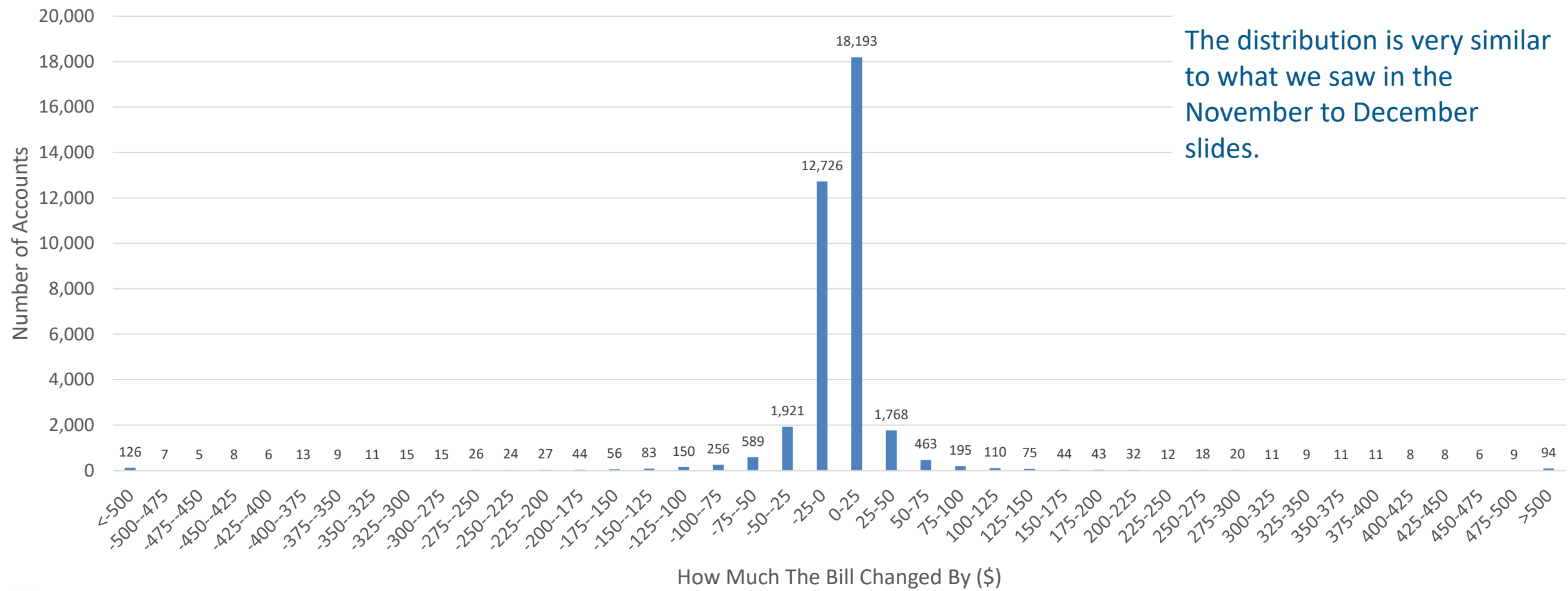
31,373 customers, or 83% of all customers, saw their bill change by \$25 or less. Of those, 53% saw a decrease.



Comparing **October** Bills to December Bills shows the same pattern

(September to December Usage) – There are 37,257 accounts that has bills in both October and December

Amount each Billed Amount Changed from October to December



The distribution is very similar to what we saw in the November to December slides.



What types of accounts increased by more than 100%?

Not all of the accounts that doubled are residential



Account Type	Total Number of Accounts Billed
Builders	147
Commercial	1,515
Others (ISDs, Industrial, Non-Profit, Churches)	522
Residential - Renter	2,451
Residential	33,346
All Accounts	37,981

Not all of the accounts that doubled are residential



Account Type	Total Number of Accounts Billed	Number of Accounts with 100% increase in Billed Amount
Builders	147	7
Commercial	1,515	55
Others (ISDs, Industrial, Non-Profit, Churches)	522	16
Residential - Renter	2,451	24
Residential	33,346	239
All Accounts	37,981	341

Not all of the accounts that doubled are residential



Account Type	Total Number of Accounts Billed	Number of Accounts with 100% increase in Billed Amount	Percent of Accounts that Doubled
Builders	147	7	4.8%
Commercial	1,515	55	3.6%
Others (ISDs, Industrial, Non-Profit, Churches)	522	16	4.2%
Residential - Renter	2,451	24	1.0%
Residential	33,346	239	0.7%
All Accounts	37,981	341	0.9%



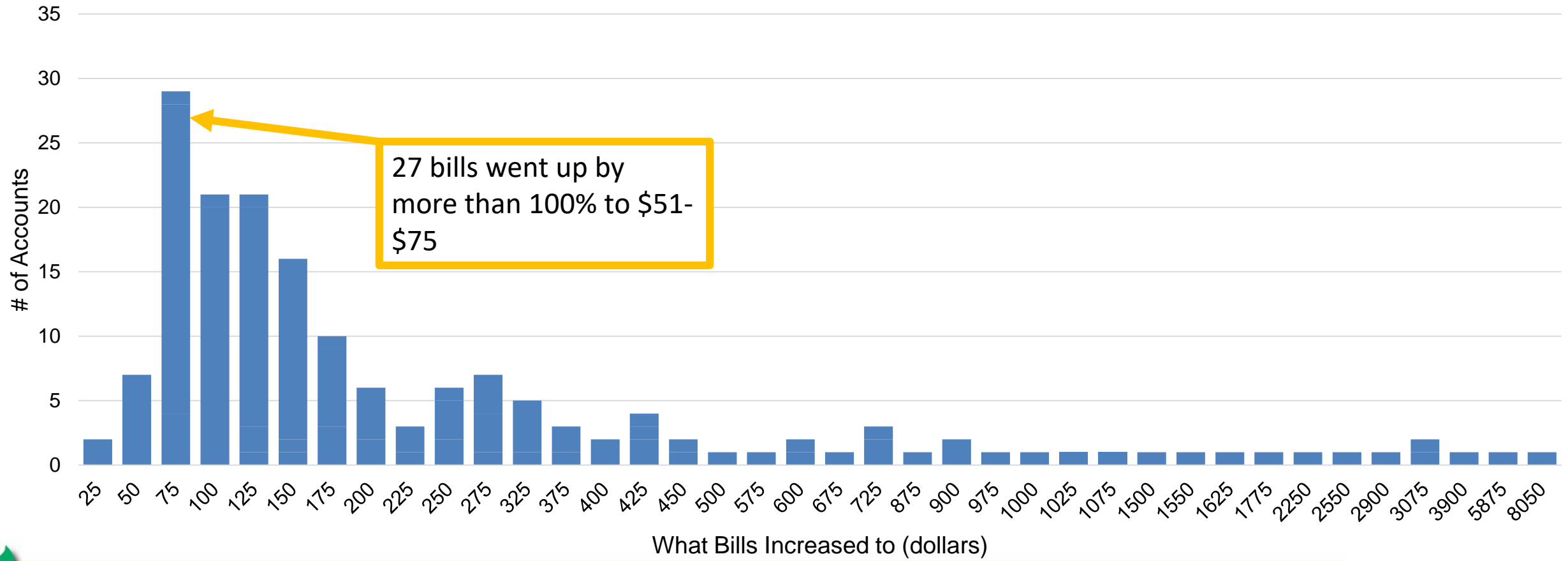
Of the accounts that saw a bill increase by $>100\%$ from November to December, how much did they increase by?



Of all accounts that had a bill increased by >100%, how much did they increase by? (September to October Usage)

- 171 accounts increased more than 100% (more than doubled).
 - These represents 0.5% of all 37,981 accounts.
- Among these 171 accounts, 111 accounts (61.3%) exhibit an increase from \$50 to \$199

How much did the 171 accounts (0.5% of total accounts) increase from November to December?

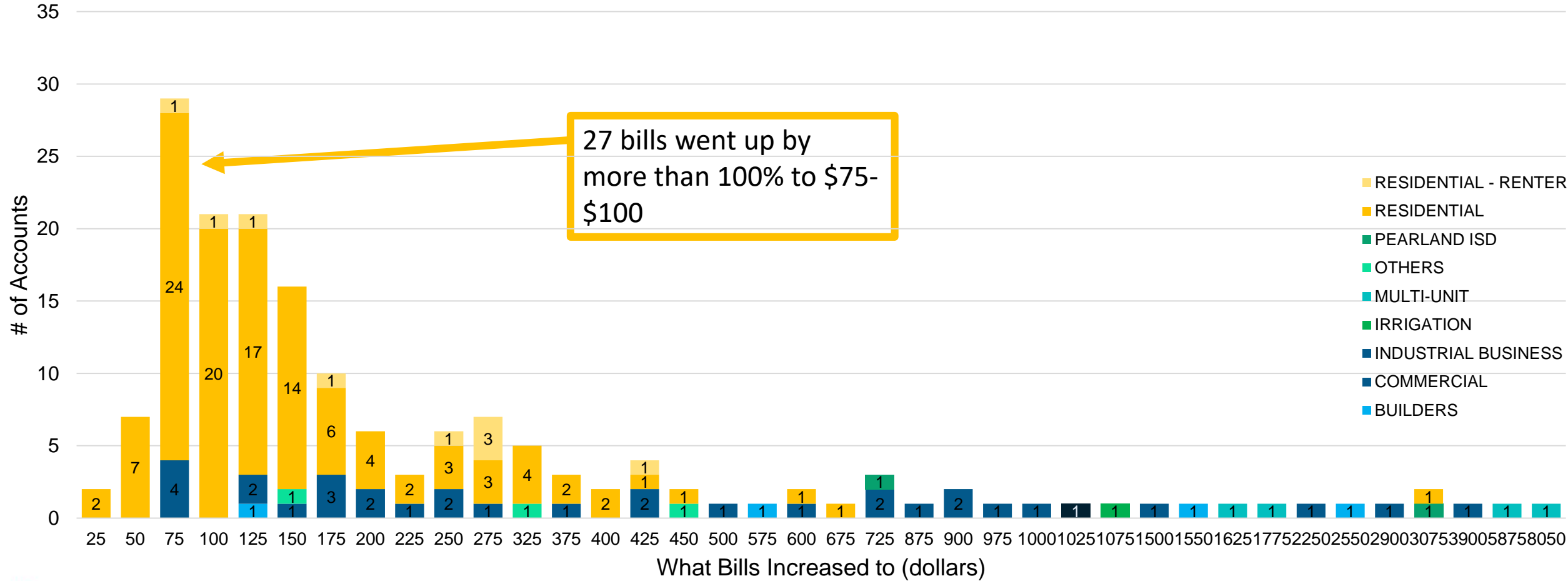


27 bills went up by more than 100% to \$51-\$75

Of all accounts that had a bill increased by >100%, how much did they increase by? (September to October Usage)



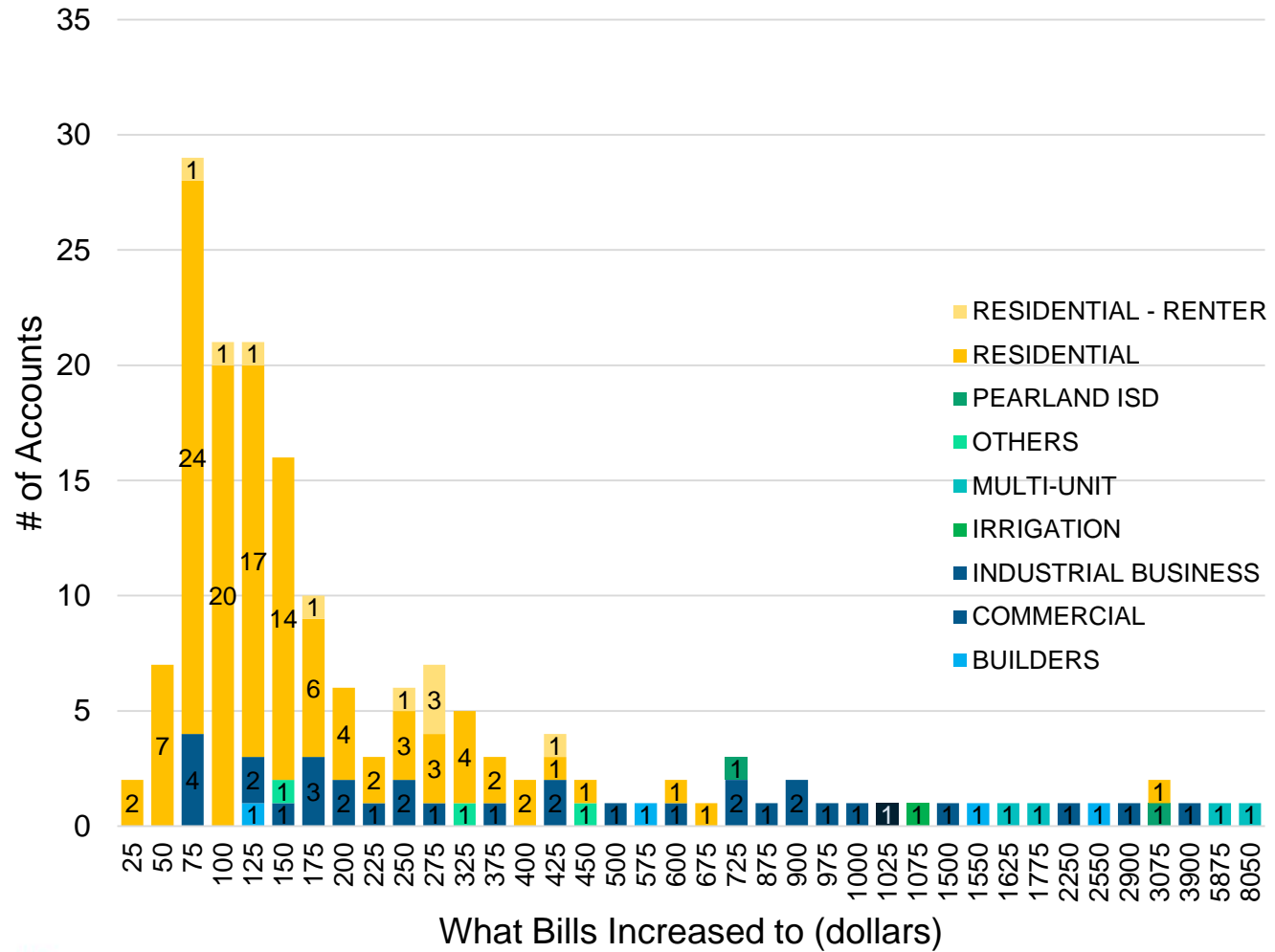
How much did the 171 accounts (0.5% of total accounts) increase from November to December?





Of all accounts that had a bill increased by >100%, how much did they increase by? (September to October Usage)

How much did the 171 accounts (0.5% of total accounts) increase from November to December?



Reasons bills can increase by >100%

- Changing from Estimate Read to Actual Read
- Adjustments
 - Ex: November bill adjusted significantly down and then a normal bill in December
- Actual increase in consumption
- Leaks
- Filling a pool
- Irrigation systems
- Fines, other charges

Wrap Up



- Less than 1% of accounts had a bill double between October and December (Water used in Aug-Oct)
- Most accounts increased or decreased by less than \$25 between months
- Some of the higher changes in bills came from businesses & construction – not residential.

Next Steps



- This analysis is just a snapshot in time
- Staff will analyze the 341 bills that saw a greater than 100% increase for common denominators.