



City of Pearland 2021 Combined Utility Survey

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NOTE: Please be sure to reference online survey questions and resources when completing the survey; Exported survey may not contain full description or definitions.

Section	Q#	Question	Subquestion	UOM	Previous Answer	Answer	CL
	1	COST OF RESIDENTIAL SERVICE - WATER: Calculate the monthly residential Water Bill for customers using 7,500 gallons of water.	Residential water bill using 7,500 gallons of water per month	\$	The City of Pearland did not Participate	\$37.59	
	2		AVERAGE WATER BILL AND USE: Calculate the average monthly water bill for your utility's typical residential customer including any surcharges and taxes in effect during the reporting period. Include all (metered) water uses and totally payments for the average month. If billing is quarterly, divide the average bill by 3.	Average residential water bill for one month of service		\$	\$38.79
			Average residential monthly water use	Gallons		6,654	
	3	COST OF RESIDENTIAL SERVICE - SEWER: Calculate the monthly residential sewer bill for a customer using 7,500 gallons of water or the fee for sewer service consistent with 7,500	Residential sewer bill using 7,500 gallons of water per month	\$		\$50.24	
	4		AVERAGE SEWER BILL AND USE: Calculate the average monthly sewer bill for your utility's typical residential customer including any surcharges and taxes in effect during the reporting period. If billing is quarterly, divide the average bill by 3.	Average residential bill for one month of sewer service		\$	\$36.74
		AVERAGE MONTHLY USE: Report the average monthly residential sewer bill, in gallons, used to determine this bill.	Average residential monthly water or sewer use	Gallons		4,825	
	5	COST OF RESIDENTIAL SERVICE - STORMWATER: Calculate the average monthly stormwater bill for your utility's typical residential customer including any surcharges and taxes in effect	Average residential bill for stormwater service	\$		N/A	
	6	**Key Utility Measure**BILLS GENERATED: Record the total number of bills generated from your utility during the reporting period. A bill refers to a periodic statement of charges (volumetric, surcharges, and taxes) for utility services. Multiple-service utilities that send a	TOTAL number of bills generated	Bills		882,977	
			Number of bills generated - WATER	Bills		440,721	
			Number of bills generated - WASTEWATER	Bills		442,256	
	7	**Key Utility Measure**BILLING ADJUSTMENTS: Record the total number of error-driven billing adjustments made by your utility during the reporting period. An error-driven billing adjustment is an change to a customer's charges resulting from an error on the original bill sent to the customer, regardless of cause and including all such discoveries made by utility staff, the customer, or a third party.	TOTAL number of error-driven billing adjustments	Adjustments		37,651	
			Number of error-driven billing adjustments - WATER	Adjustments		35,773	
			Number of error-driven billing adjustments - WASTEWATER	Adjustments		1,878	
	8	FREQUENCY OF BILLING: Record the frequency at which the utility routinely performs billing of water and/or wastewater services. Please separate billing that is conducted for each type of service provided. If a service (i.e., residential, commercial, or wholesale) is not provided, please mark N/A accordingly. Select one of the following options that best reflects the frequency of billing conducted:	Frequency of Billing - Residential - WATER	Selection		MONTHLY	
			Frequency of Billing - Commercial - WATER	Selection		MONTHLY	
			Frequency of Billing - Wholesale - WATER	Selection		N/A	
			Frequency of Billing - Residential - WASTEWATER	Selection		MONTHLY	
			Frequency of Billing - Commercial - WASTEWATER	Selection		MONTHLY	
			Frequency of Billing - Wholesale - WASTEWATER	Selection		N/A	
	9	ESTIMATED BILLING: Record the percentage of bills issued during the fiscal year for water and/or wastewater services that have been estimated. Note: Estimated billing percentage may be due to estimated meter readings, dispute resolutions, etc. Calculate estimated billing rate to be reported by determining the number of estimated bills issued during the fiscal year divided by the number of bills issued during the fiscal year, and multiply by 100%. This question is focused on metering of accounts i.e., estimating meter reads vs. actual reads. If the utility does not meter their accounts, then	Estimated Billing Rate- Residential - WATER	%		1.90%	
			Estimated Billing Rate - Commercial - WATER	%		3.20%	
Estimated Billing Rate - Wholesale - WATER			%	N/A			
Estimated Billing Rate - Residential - WASTEWATER			%	N/A			
Estimated Billing Rate - Commercial - WASTEWATER			%	3.20%			
Estimated Billing Rate - Wholesale - WASTEWATER			%	N/A			



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10	MEDIAN HOUSEHOLD INCOME: Record the median annual household income for your utility's	Median annual household income			\$104,504	
11	DELINQUENT ACCOUNTS: Record the average percentage of accounts past due during the	Percentage of Accounts past due	%		9.26%	
12	DISCONNECTS/SHUTOFFS: (New in 2021) The following indicators were added to establish new data collection opportunities a starting point for this indicator. Recognizing 2020 data will reflect impacts of the COVID pandemic, and not the normal utility operations, a starting point will enable adjustment to how this measure is tracked. For the 2020 fiscal year, please provide feedback surrounding utility disconnects/shutoffs.	Does your department offer payment plans?	Yes/No		YES	
		Does your department offer budget billing?	Yes/No		NO	
		Is an outside collection agency utilized (YES), or are collections handled in-house (NO)?	Yes/No		IN-HOUSE	
		On average, how many disconnections due to non-payment did your department have during the reporting fiscal year?	Disconnections		1,342	
		On average, how many disconnections due to non-payment did your department have during the PRIOR fiscal year (i.e., FY19)?	Disconnections		3,356	
		What percentage of your account-related debt is deemed uncollectible?	%		17%	
13	LOW-INCOME ASSISTANCE PROGRAM: Does your utility have an established program for low-	Assistance program offered	Selection		Payment Plans	
14	PARTICIPATION IN ASSISTANCE PROGRAM: (Modified reporting of metric in 2021). If an established assistance or affordability program, exists at the utility, record the percentage of	Percentage of customers eligible for assistance programs	%		0.67%	
15	This area is designated for the Participants to keep their NOTES, FEEDBACK and/or REMINDERS as it relates to this survey section.					
		NOTES, FEEDBACK, and/or REMINDERS	Memo			

The City of Pearland did not Participate

DELINQUENCY PROCESSING FOR FISCAL 2020 WAS ONLY PROCESSED FROM 10-1-19 TO 2-6-20 DUE TO A MORATORIUM ON DELINQUENCY EVENTS AND COVID 19. IN REGARDS TO THE HIGH ADJUSTMENT COUNT, ADJUSTMENTS WERE MADE TO ALL CUSTOMERS DUE TO EARLY DEPLOYMENT RATE CALCULATION.