

Did you receive a high water bill that was three times your expected volume for up to two consecutive billing periods? If so, you may be eligible for a water bill adjustment.

WHY WAS MY BILL SO HIGH?

There are many reasons why your bill may have been higher than expected. Water leaks are the most common reason for high water bills. For information on checking for leaks, water saving tips, and how to self-audit your irrigation system, visit: austintexas.gov/highwaterbill

HOW DO I KNOW IF I AM ELIGIBLE FOR A HIGH BILL ADJUSTMENT?

To be eligible for a water bill adjustment ([City of Austin Code 15-9-142](#)) you must:

- Be a single-family residential customer with at least 12 months of water billing history at the service address
- Have not received an adjustment in the past 2 years
- Have been billed for water usage greater than or equal to three times your normal usage
- Contact Customer Care (512-494-9400) within 90 days of the date printed on the high use bill

WHY WOULD I NOT QUALIFY FOR A HIGH BILL ADJUSTMENT?

Your account may not qualify for a high-volume water bill adjustment if during the high water volume period you had:

- filled a swimming pool
- leaks due to a dripping faucets or other visible water leaks
- broken irrigation sprinkler heads
- excessive irrigation cycle run times
- cracked pool, pool equipment, or malfunctioning pool auto-filler
- left a hose running for an extended amount of time, or
- established a new landscape (e.g. new sod, new trees, xeriscaping)

Please note that water usage will be compared to prior years.

HOW WILL MY BILL BE ADJUSTED?

If eligible, half of the charges above your normal usage will be credited to your account and the remaining amount will be adjusted to a discounted rate.

Once an adjustment is applied to your account, you will not be able to request a hearing to dispute the adjustment, or request another adjustment for two years.