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PRESS RELEASE

FOR IMMEDIATE RELEASE

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City announces utility adjustments following recent winter storm

Kerrville (Feb. 23, 2021) – Following last week’s severe weather storm, the City of Kerrville would like to announce programs that will be put in place immediately to help city water and sewer utility customers.

Utility Billing

One-Time Adjustment

The next bill customers receive will be charged at the LOWER of:

1. Actual charges for the current month;
2. Last month’s charge.

This one-time adjustment applies to both residential and commercial accounts and should help customers with winter storm-related water consumption increases due to freeze related leaks or dripping faucets. All customers are eligible for the adjustment, and if applied, it will take the place of the usual courtesy leak adjustment process that the city offers.

Winter Averaging- Residential Sewer

Like most cities, the City of Kerrville does not meter residential water service leaving your home and going in to the city's wastewater system. In order to determine your sewer bill, we use a process called winter averaging. We assume that in the winter months of December, January and February, most of the water used goes in to the wastewater system because irrigation is lowest during these months. Normally, we average the water usage in those months and use it to set a residential sewer rate that is in place for the next 12 months. Due to high water consumption during the storm, usage during your billing period that contains the storm will NOT be used for sewer averaging.

For more information, please call the City of Kerrville Utility Billing line at (830) 258-1504.