I'm not a bot



A water leak in Alief, reported to Houston Public Works in October last year, is finally set to be fixed within the week. The leak, located near Garden Trail Ct. and Bellaire Gardens Lane, has been causing problems for a neighborhood, with bugs, algae, and mud accumulating due to the constant flow of water. Resident Ricky Moorjani, who lives nearby, had been trying to get the city's attention to fix the issue, which has worsened over time. Houston Public Works prioritizes fixing leaks based on size and impact on customers, but Moorjani is relieved that the leak is now scheduled to be fixed by Thursday. The city uses a system of colored flags to mark the location of water leaks, with blue indicating the city's responsibility, yellow for gas lines, red for electric lines, and brown for communications lines. Residents can report water leaks by calling 3-1-1, which triggers an inspection to determine if the leak is on the city's side or the homeowner's. Despite the challenges in determining which leaks to prioritize, Houston Public Works aims to fix the most critical ones first, with a focus on those that threaten the water supply at schools or hospitals.The city of Houston is grappling with thousands of active water leaks, resulting in significant water waste. According to Johnson, a customer reported that their leak was fixed after a three-week wait, indicating an average wait time of 41 days before repair crews arrive. A recent investigation by KPRC 2 found that the city loses approximately 32 billion gallons of water each year due to these leaks.The investigation also revealed that about 6% of the city's 7,000 miles of water lines need immediate replacement, while plans are underway to replace 2-3% of the lines every year. The city is actively lobbying for funding to support these repairs, with a proposed $7 billion budget pending approval by the end of the month.Macchi stated that the situation is "a huge job to keep up with," and noted that the theme of the series "Drained" is super appropriate as it highlights the significant water loss. The city aims to address this issue and restore its water infrastructure, but more work remains to be done to mitigate the effects of these leaks.When the Texas Supreme Court declined to hear the city's appeal, Houston's budget deficit increased by $100 million. The city had already faced a $200 million deficit. In April, Mayor Whitmire reached a settlement with the plaintiffs instead of contributing more to the drainage fund. City Controller Chris Hollins wants the court to approve this agreement before the end of the budgeting process, saying it would cost the city over $180 million if denied. The settlement would leave the city's fund balance at $32 million by 2026. If not approved, it could "complicate things significantly," Hollins said. The City Attorney filed a motion stating that the controller's position affects the finalization of Houston's budget. An amicus brief submitted by West Street Recovery argues that the settlement shortchanges the streets and drainage fund, violating the voter-approved amendment to city charter. Ben Hirsch, co-director at West Street, has sympathy for the city's financial situation but criticizes the mayor's handling of major fiscal decisions.The City of Houston has been struggling with water line maintenance, resulting in nearly 32 billion gallons of water being leaked from faulty pipes over the past decade. To address this issue, officials presented a plan to conserve water and improve aging pipes. The plan includes increasing the rate of pipe replacement from 0.06% to 6% annually to make up for lost time. According to experts, a 2% pipeline replacement rate is required to maintain a 50-year lifespan. Houston's water system has already seen significant losses, with 31.8 billion gallons lost in 2023 alone.We re-evaluated our strategy to make it more standardized and then implemented changes in stage three. For over two years, we have been addressing significant issues within Houston's Public Works water department, which led to many residents facing incorrect water bills resulting in substantial overcharges. Our investigation, led by KPRC 2 Investigator Amy Davis, has uncovered widespread billing irregularities, faulty water meters, and mismanagement of city contracts. As a result, seven individuals have been arrested and charged. Thanks to our efforts, Houstonians are receiving more accurate bills, working water meters, and increased transparency from city leaders. This investigation is part of KPRC 2 Investigates' mission to bring meaningful changes to our community.Our inquiry began when customers reached out for assistance with large water bills. We aimed to understand the impact on families, particularly those struggling to pay their bills. In November 2022, we featured Edward Williams, a customer who had been without water for four years due to an excessive $7,500 bill. The issue sparked widespread calls and emails from customers complaining about high and irregular water bills. Our investigation highlighted concerns from retired couples, such as a couple who received a $2,000 bill, and individuals who disputed the amount of water they claimed to have used.More than 500 customers have come forward with similar complaints since our 'DRAINED' investigation began. The main problem was that the City of Houston seemed unable to provide answers for most affected citizens, leaving many feeling unheard by city leaders.City leaders finally took action after a surprise high-water bill drained Amy's account on Father's Day, leaving her family broke. Despite Amy trying to get then-Mayor Turner's attention about suspicious water bills and contracts, he ignored her questions, telling her she was "rude." After minor changes were made to the water billing codes in 2023, new Mayor Whitmire revealed a new plan for Houston water customers in 2024. This led to significant changes, where customers are billed for their average historical usage until the city confirms they have a working remote read sensor on their water meter.The KPRC 'DRAINED' Investigation exposed widespread corruption in repair contracts, sparking a criminal investigation that led to the indictment of seven people. Former Public Works manager Patrece Lee was found to be behind a multimillion-dollar scheme to divert tax dollars to herself and her associates. She, along with six others, was charged for their roles in the scandal. The charges included engaging in organized criminal activity, abuse of official capacity, bribery, and making payments to steer water line repairs and inspections their way.In 2025, all seven defendants reached plea deals, admitting guilt for their involvement in the shady contract dealings that were first uncovered by KPRC Investigator Amy Davis. Patrece Lee received a 10-year prison sentence as part of her guilty plea, marking an end to this tumultuous chapter in Houston's history with waterline contracts.Houston Water Issues Remain Unresolved: Investigation ContinuesThe Houston Water Department has made progress in updating its infrastructure, replacing broken remote read devices on over 125,000 meters. However, some customers are still experiencing issues with the new meter boxes, including difficulty opening them.We have heard from several residents who are getting water bills they believe are incorrect and are seeking assistance. Our 'DRAINED' investigation team has been working to resolve these issues and provide refunds and credits to affected customers.In addition to the ongoing investigation, the City of Houston's Public Works department has made significant strides in reducing the number of water line leaks throughout the city. With a focus on collaboration between employees and contractors, they aim to further reduce active leaks and repair more than 7,000 miles of water lines.Residents can continue to report water leaks by contacting 311 or online at houstontx.gov/311, and customers who have been affected by incorrect water bills can reach out to Investigator Amy Davis at ADavis@kprc.com for assistance.A homeowner in Houston is frustrated with a recurring issue involving a city water main leak that has been affecting his property since December. Celso Mendoza reached out to our help desk, sharing his story of dealing with the problem for years. The current leak has worsened over time, causing damage and waste. Mendoza said he's experienced similar issues in the past, including a previous repair by City of Houston officials who had identified the leak as being on their side. Despite receiving assurances that a crew would arrive to fix the issue, no one showed up when expected. A Public Works official explained that emergency calls took priority, but a crew is now scheduled to visit Wednesday or Friday at the latest.

City of houston water leak form.  How to report a water leak in houston tx.  City of houston water leak report.  City of houston water meter leak.  How do i report a water leak in houston.  City of houston water leak adjustment form.  City of houston water leak phone number.  City of houston water leak adjustment.  How do i report a water leak to the city of houston.