

Customer Portal – Disclaimer: City of League City

1. To successfully register your account, you must enter your full account number, including the dashes (example: 123456-12345). You must also enter your name exactly as it appears on your City of League City utility bill.
2. Residential water meters display a reading to the 1/10th of a gallon. The customer portal reflects meter readings to the single gallon. Readings used for billing are obtained to the thousands position and not to the single gallon.
3. Alerts of high usage through the customer portal are intended for convenience as a courtesy to customers. The City is not responsible for the failure of an alert to be sent and/or received. High usage alerts are not necessarily an indication of a leak. Usage may be intended or unintended.
4. Any action or expenses incurred by the customer based on action that the customer takes due to the information provided through the customer portal, including plumbing contractor expenses, is the sole responsibility of the customer. The customer is responsible for all water registered on their water meter, whether or not the usage was intended or unintended.
5. This service is provided by utilizing wireless technologies, licensed by the United States Federal Communications Commission and certified safe for all users. Contact the FCC at www.fcc.gov or 888-225-5322 for any questions regarding the safety of wireless communication systems in the United States.
6. No wireless system can be guaranteed to transmit data with 100% reliability at all times. The integrity of the data transmitted and received can be guaranteed accurate, however from time to time, certain meters may lose communication with the centralized data collection system. When this occurs, your hourly data may be unavailable, or may show gaps in hourly coverage. These gaps, although rare, WILL NOT affect the accurate monthly reading of your meter for billing purposes.
7. Many conditions may affect the consistency of data transmission, including topographic features, physical barriers (like certain vehicles parked in certain locations at certain times), or atmospheric conditions. If you consistently have trouble reading your device, please call Utility Billing at 281-554-1336 as we may be able to troubleshoot gaps in hourly read values. Again, these rare gaps DO NOT affect the accuracy of your bill. In some rare cases, if data becomes backed up in the data collection system, it is possible that certain consecutive hourly read data will be combined into one hour, and maybe represented as a large demand in one hour, when actually the demand was over more than one hour. Please contact the utility if you have any questions about any of the data, we will be happy to assist and troubleshoot as needed.
8. Readings taken from water meters used for billing are obtained at a time as close to 11:00 p.m. as possible on your ending reading date, which is once a month.
9. Data provided through the customer portal is not representative of real-time data; the most recent data may be from the previous day.