



STANDARD LANGUAGE GUIDE

Houston Public Works or Public Works
Service Lines (never divisions)
Support Services (teams that support service lines such as IT, Communications, etc)
Teams (not branches or divisions)
Spring, Summer, Fall, Winter + Year (for start & complete dates)

VALUES

Ownership – we find solutions, instead of excuses
Teamwork – we work together
Respect – we listen & care
Integrity – we are truthful & keep our word
Communication – we are reliable & clear

CAPITAL PROJECTS

Build Houston Forward (not Rebuild Houston)
Engage Houston (Engagement Platform)
Community Meetings (not Public Meetings)

CAPITAL IMPROVEMENT PROJECTS

- Storm Drainage
- Roadways
- Water
- Wastewater

CUSTOMER ACCOUNT SERVICES

- Utility bill (instead of water or wastewater bill)
- eBills (not eBilling)
- High Usage Alerts
- Leak Adjustment Request
- Meters (device attached between City of Houston's water service line and customer's service line).
 - Automated Meter Reading (process where meters are read remotely with electronic technology)
 - Automated Metering Infrastructure (metering system that records customer consumption and transmits the measurements over a communication network to a central collection point)
- City Side (City's water service connection point from the main to the meter.
- Private Side (customer's service line that connects from the water meter to the customer's plumbing at the property).
- Endpoints (electronic device that collects meter consumption data from the water meter)



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HOUSTON PERMITTING CENTER

Inspections
Plan Review
Permitting Process
Building Code Enforcement
Multi-family Habitability

HOUSTON WATER LINES & PIPES

Water & Wastewater **lines** refer to the entire system of pipes.
Water & Wastewater **pipes** refer to an isolated section of the lines.

DRINKING WATER

- Water Lines / Water Pipes
- Safe Water
- Water Treatment Plants – Where safe drinking water is produced
- Water Facilities – Where staff from Houston Water work (not a plant)

WASTEWATER

- Wastewater is one word
- Wastewater Lines / Wastewater Pipes
- Clean Water
- Poo instead of poop
- Sanitary Sewer Overflows or Sewer Flows - an occurrence
- Don't use sewer lines or sanitary sewer system
- Wastewater Treatment Plants – Where wastewater is cleaned
- Wastewater Facilities – Where staff from Houston Water work (not a plant)

CONSERVATION

- Automatic Sprinkler System (not Irrigation System)
- Turn off / on (not shut off / on)

TRANSPORTATION & DRAINAGE OPERATIONS

Crash (not accident)

Use inclusive language (biker, person walking, person with disabilities, etc)

Vision Zero – reducing traffic-related fatalities and serious injuries, not necessarily the number of crashes



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STORMWATER

- Stormwater is one word
- Storm Drains
- Roadside Ditches
- Stormwater Line (never sewer lines)
- Green Infrastructure
- Ditches are full (avoid saying they are flooded. They are designed to hold water)

STREETS

- Streets (Local or Thoroughfares)
- Potholes
- Asphalt Mill & Overlays
- Panel Replacements
- High Comfort Bike Lane – a 10 year old should be able to bike comfortably. Generally it is what the industry calls a protected bike lane
- Two-Way High Comfort Bike lane – there is a lane for each direction. The industry calls them a two-way cycle track
- Bus Only Lane – dedicated lane for buses.

TRAFFIC

- Traffic Signals
- Street Signs
- Traffic Control Device (boxes that house mechanics of traffic signals)
- Traffic Calming Device (speed cushions)
- Transit Signal Priority – The industry also calls this preemption.
- Leading Pedestrian Interval – allows pedestrian 3-5 seconds to start crossing before vehicles can move