



Application for Adjustment to Water Bill Due to Unusually Large Bill

Any single-family residential customer who receives a water bill for any given month that is computed on the basis of gross quantity greater than 200 percent of the average monthly gross quantity (see back for definition) applicable to such customer, may request an adjustment of the bill. Only one monthly bill out of any series of twelve (12) consecutive monthly bills may be adjusted.

Applicant Name: _____ Account No. _____

Property Address (or description): _____

Bill Date: _____ Period Covered: _____

Describe the reasons for the requested adjustment. (Attach any supporting documentation):

1. Please check the appropriate box if any of the following were installed during the current or preceding 12 months:
 pool hot tub Other water appliance/fixture

2. Please read and initial each item:

_____ There have been no plumbing repairs or necessity during the month for which an adjustment is sought or that the nature of any plumbing defects would not explain the additional usage.

_____ I am personally familiar with all of the matters of fact stated in this application and swear that they are made on my personal knowledge and that they are each true and correct. This application is a government record subject to criminal prosecution for false statements under Chapter 37 of the Texas Penal Code and I certify that the application contains no false statements.

Signature: _____ Date: _____

Definition of Average Gross Monthly Quantity

The term "average gross monthly quantity" applicable to a customer means the average gross quantity of water service to the same premises during the 12 months immediately preceding the month for which an adjustment is sought.

Review and Consideration of Adjustment Application

Upon receiving an adjustment application, the Utility Official will conduct an investigation to determine if a billing or meter reading error occurred. If the investigation reveals that an error occurred, the Utility Official will make an adjustment to correct the error. If the investigation does not reveal an error, the Utility Official will further investigate by considering the customer's application and other circumstances. If the Utility Official is able to reasonably ascertain that the customer was charged for more water than the customer consumed during the month in question, the Utility Official will recompute the bill using 200% of the average gross monthly quantity.