



LARGE UTILITY BILL ADJUSTMENT

Have you received one or more consecutive utility bill(s) which show water flow greater than your average monthly consumption? If so, you may want to follow these steps:

1. Check for a defect in your private water system. This could be a dripping faucet, running toilet, leak in a water line, etc. To perform this check:
 - a. Record the reading from your water meter.
 - b. Do not use any water for a period of eight (8) hours or more. (It may be less inconvenient if you test overnight).
 - c. Record the reading on your meter at the end of the test period. Compare the two readings. If the readings are different and you did not use any water, a defect, or leak, is indicated.

Use the Defect Adjustment Form:

If you have a leak, have it repaired as soon as possible. A user may request a correction of a utility bill because of a loss of water through a defect in the user's water system. The adjustment may be made for a period not to exceed six (6) consecutive monthly billing periods preceding the filing of a written application on the "Request for Bill Adjustment Due to Defect" form furnished by the city and available here. No adjustment will be authorized until the leak in the system is repaired. The adjustment will be calculated using average water usage plus one-half of the actual usage in excess of the average for the billing periods(s) to be adjusted. To request this adjustment, complete the form, attach a copy of the repair receipt, and return to the Utility Billing Department.

Use the Unusually Large Bill Form:

If you have a bill greater than 160% of your average water usage, you can apply for an adjustment. A residential user may request an adjustment to a bill for water and sewer services that is greater than 160% of average water usage. The reason for the adjustment must not be a leak, new equipment or new facilities that use water. If these conditions are met, the user's water and sewer bill may be recalculated using 160% of average water usage. The resident will need to complete and return the "Request for Unusually Large Bill Adjustment" form furnished by the city and available here.

No double adjustments. Only one adjustment per account is allowed for any particular 12 month period of time. The adjustment may be either for a leak or for a large bill, but not for both.

West University Place Code of Ordinances, Chapter 86, Article II, Section 86-37





REQUEST FOR BILL ADJUSTMENT DUE TO DEFECT

Resident or representative: _____

Resident address: _____

Period in question: _____

I am requesting a reduction in the utility bill(s) from the City of West University because of a defect experienced at the property above.

____ I have completed the above information.

____ I have attached documentation/evidenced of the repair of the defect that caused the large utility bill.

____ I understand that any adjustment will be forthcoming on the next billing and that I will not be eligible for another adjustment for a leak or large bill for a period of at least 12-months.

Signature: _____

Date: _____

(Please attach a copy of the repair receipt)





REQUEST FOR BILL ADJUSTMENT DUE TO DEFECT

Resident or representative: _____

Resident address: _____

Period in question: _____

I am requesting a reduction in the utility bill(s) from the City of West University because of an unusually large bill at the property above.

_____ I have completed the above information.

_____ I have attached a listing of any new water-using equipment and facilities place in use during the past 12 months.

_____ I have not had any plumbing repairs or used substantially more water during the billing period; the property is solely a residential property.

_____ I understand that any adjustment will be forthcoming on the next billing and that I will not be eligible for another adjustment for a leak or large bill for a period of at least 12-months.

Signature: _____

Date: _____

