



UTILITY BILL ADJUSTMENT OPTIONS

Per West University's city ordinance, residents are allowed to apply for adjustments on their utility bills. We offer (3) types: leak adjustment, unusually large bill adjustment, or a pool refill adjustment.

- ❖ **Only one adjustment per account is allowed for any particular 12 month period of time.**
West University Place Code of Ordinances, Chapter 86, Article II, Section 86-38
<http://westutx.gov/155/Code-of-Ordinances>

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.
2. Check if a toilet is leaking.
 - a. Drop enough drops of food coloring into the tank, enough to make the water in the tank really dark of the color you chose.
 - b. Let sit for 15 minutes without flushing.
 - c. If there is a lighter color in the toilet bowl, this is a good indication that toilet is leaking.
3. If all else fails please call a plumber.

If unable to locate a leak, you can apply for an unusually large bill adjustment.

Once you figure out which adjustment is the right one for you, please fill out the appropriate form.

- Leak Adjustment
 - We can adjust up to six (6) consecutive months back from the time you fill out the form.
- Unusually Large Bill Adjustment
 - We can only adjust using one (1) month out of the last six (6) consecutive months. That means if there is more than one (1) month of billing that is of concern, we can only adjust using the largest month of the last six (6) consecutive months.
- Pool Refill Adjustment
 - We can only adjust if your pool was refilled on your water meter (non-irrigation meter).

Please also sign up to monitor your consumption by registering an account at the Customer Connect website.

Go to the City of West U's website: www.westutx.gov

- **Place cursor over Quick Links**
- **Click on Customer Connect**
- **Register**

If you need any assistance please email billinghelp@westutx.gov or call Utility Billing 713-662.5824.





LEAK 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 a Leak” form. No adjustment will be authorized until the leak in the system is repaired. The adjustment will be calculated using average water usage, which will be the last (12) months prior to the leak, plus one-half of the actual usage in excess of the average for the billing periods(s) to be adjusted. The city will absorb 50% of the difference between the high bill and your average bill.

To request this adjustment, complete the below, attach a copy of the repair receipt, make a brief description on how it was repaired, and then submit to the Utility Billing Department. Please submit either by emailing all documents to billinghelp@westutx.gov, mailing them to city hall, place them in the drop box located off of Amherst, or bring in person to city hall.

Service Address of Leak: _____

Name on the Account: _____

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. Please check all of the below:

- I have completed the above information.
- I have attached documentation/evidence of the repair of the leak that caused the large utility bill.
NOTE: If you have repaired the leak yourself, please make a general statement below in the space provided and attach a copy of any receipts of any parts you may have had to purchase.
- 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: _____

Email: _____ Phone #: _____

How was leak repaired: _____

(Please attach a copy of the repair receipt)

OFFICE USE: Date Received: _____ Employee: _____

Meter #: _____ Approved: _____ Denied: _____





UNUSUALLY LARGE BILL ADJUSTMENT 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.

To request this adjustment, complete the below and then submit to the Utility Billing Department. Please submit either by emailing all documents to billinghelp@westutx.gov, mailing them to city hall, place them in the drop box located off of Amherst, or bring in person to city hall.

Service Address: _____

Name on the Account: _____

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 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: _____

Email: _____ Phone #: _____

OFFICE USE: Date Received: _____ Employee: _____

Meter #: _____ Approved: _____ Denied: _____





SWIMMING POOL ADJUSTMENT

If you have refilled your pool, you may apply for a swimming pool adjustment per City Ordinance Section 86-38.

- (a) Filling of swimming pools. A user may request an adjustment of the sewer charge on a utility bill because of the filling of a swimming pool. The sewer adjustment will be permitted for the number of gallons of usage rounded to the nearest thousands.
(b) Procedure for requesting adjustment. In order to obtain an adjustment, a user must complete and sign a request form with the date and time the pool filling began and the date and time the pool filling ended. The request must be filed with the City's finance department within 90 days of the date that the pool was filled. The City's finance department shall calculate the amount of the sewer charge adjustment based on the amount of water used to fill the pool.
(c) No double adjustment. Only one adjustment per account is allowed for any 12-month period of time.
(d) No adjustment for irrigation/pool only meters. The adjustment permitted by this section shall not apply to irrigation/pool only meters.

To request this adjustment, complete the below, and then submit to the Utility Billing Department. Please submit either by emailing all documents to billinghelp@westutx.gov, mailing them to city hall, place them in the drop box located off of Amherst, or bring in person to city hall.

Date & Time the Pool Filling Began: _____

Date & Time the Pool Filling Ended: _____

Service Address for the Pool: _____

Name on the Account: _____

Signature: _____ Date: _____

Email: _____ Phone #: _____

OFFICE USE: Date Received: _____ Employee: _____

Meter #: _____ Approved: _____ Denied: _____

