

## Meter Exchange — High Bill Adjustment Application

Fort Worth Water allows single-family residential accountholders to apply for this credit adjustment for provided that:

- the customer has a meter that is equipped with an activated radio data transmitter,
- the first full billing cycle with the new meter has usage that is more than twice as high for the same billing period from the previous year, and
- the customer has submitted this application within 60 days of the end date for the service period in question.

***Please complete the entire form; any missing information may delay the processing of this application or cause the application to be rejected.***

Name (as listed on account): \_\_\_\_\_

Service Address: \_\_\_\_\_

Account Number: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Service period of undefined high water use bill (as printed on the bill): \_\_\_\_\_

- Does this service address have landscaping that is watered? (Y/N) \_\_\_\_\_
- If an irrigation system is used, can you confirm the system does not have any broken or leaking sprinkler heads, there are no excessive run times, and there is no water run-off? (Y/N) \_\_\_\_\_
- Circle the days the irrigation system is set to run: Mon Tue Wed Thu Fri Sat Sun None
- Circle the days landscaping is watered with a hose: Mon Tue Wed Thu Fri Sat Sun None
- Does this service address have a pool or spa? (Y/N) \_\_\_\_\_

During the period covered by the high bill:

- Were you away from the property? (Y/N)\_\_\_\_\_ If yes, how many days? \_\_\_\_\_
- Have you established a new landscape (new sod, new trees, xeriscaping)? (Y/N) \_\_\_\_\_
- Did you refill your pool or spa? (Y/N) \_\_\_\_\_
- Were there any plumbing repairs? (Y/N) \_\_\_\_\_ List repairs: \_\_\_\_\_

Signature of account holder: \_\_\_\_\_ Date: \_\_\_\_\_

**Send the completed, signed form within 60 days of the end date for the service period in question via one of the following methods:**

**Email:** [MyWaterAccount@FortWorthTexas.gov](mailto:MyWaterAccount@FortWorthTexas.gov)

**Fax:** 817-392-8137 Attn: Water Bill Adjustment

**Mail:** Fort Worth Water Utility  
Attn: Water Bill Adjustment  
P.O. Box 870  
Fort Worth, TX 76102