

Undefined High Water Use Bill Adjustment Application

Fort Worth Water allows a single-family residential customer to apply for a credit adjustment for an “undefined high water use bill” provided that:

- the customer has a meter without an activated radio data transmitter,
- the customer has at least 13 consecutive months of water use at the service address,
- the undefined high water use bill was greater than two times the average water use,
- the customer has not received an adjustment in the previous 24 months, 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

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