



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 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) _____
- Were there any plumbing repairs? (Y/N) _____ List repairs: _____

- Did you refill your pool or spa? (Y/N) _____

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 Department
Attn: Water Bill Adjustment
P.O. Box 870
Fort Worth, TX 76102