

LARGE UTILITY BILLS?

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

1. ***Read your meter.*** Make sure that the reading on your meter is higher than the reading that you have been billed through. If not, call the Utility Billing Department at 713*662*5824 with your reading and the date of your reading. (*If you need assistance locating or accessing your water meter, you can call the Public Works Department at 713*662*5839*)
2. ***Check for a defect in your private water system.*** This could be a dripping faucet, running commode, or a leak in your water line, etc. To perform this check:
 - A. Record a reading from your meter
 - B. **Do not use any water** for a period of eight hours or more. (*It may be less of an inconvenience to perform the test overnight.*)
 - C. Record a reading from your meter at the end of the test period. Compare this reading to the first. If the reading has advanced during the test period and **no** water has been used, a defect (leak) is indicated.

If you have a leak, have it repaired as soon as possible. Once repaired, you may apply for a leak adjustment credit to your account. To do so, please file the attached ***Request for Bill Adjustment Due to Defect*** form, accompanied by a copy of the repair receipt with the Utility Billing Department. If granted, the adjustment will reduce the water and sewer charges of your bill(s) to your average water usage based on previous 12-month period, in addition to ½ of the actual usage for the period to be adjusted.

3. ***Apply for an Unusually Large Bill Adjustment.*** If you are a residential user and your water and sewer charges are greater than 160% of your total average water usage on any given bill, and the reason for the increase is not a leak or new equipment or water-using facilities, you may apply for a reduction to that particular bill. To do so, file the attached ***Request for Unusually Large Bill Adjustment*** with the Utility Billing department. If granted, the adjustment will reduce the water and sewer charges for that bill to 160% of your average water usage.

Only one adjustment per account is allowed for any particular twelve-month period. The adjustment may be either for a leak or for an unusually large bill, but not for both.

*If you have any questions regarding an adjustment to your bill, please call 713*662*5824.
If you need assistance locating or accessing your meter, please call 713*662*5839.*



**THE CITY OF WEST UNIVERSITY PLACE
3800 University Blvd.**

Houston, TX 77005

REQUEST FOR BILL ADJUSTMENT DUE TO DEFECT

I, _____, being the contracting party or representative of the contracting party for utility service from the City of West University Place for the property located at _____, West University Place, Texas, desiring to make application for reduction of the utility bill (s) from the City of West University Place for utility service furnished to the above property, make the following affidavit:

“I am requesting a reduction on the amount of the utility bill (s) from the City of West University Place for utilities furnished to the above mentioned property during the period commencing with the ___ day of _____, 20__ to the ___ day of _____, 20__ for the reason that during said period of time water was being lost through a defect in the water system serving such premises was lost and was not used in any manner by anyone. The said defect was repaired on the ___ day of _____, 20__ by _____
_____. I am personally familiar with all of the matters of facts stated herein, and I know of my own personal knowledge that they are each true and correct.”

Applicant: _____
Date: _____

Please attach repair receipt

REQUEST FOR UNUSUALLY LARGE BILL ADJUSTMENT

I, _____ being the contracting party or representative of the contracting party for utility service from the City of West University Place, Texas for property located at _____, West University Place, Texas, desiring to make application for adjustment of the unusually large utility bill from the City of West University Place for utility service furnished to the above property during the period commencing with the ____ day of _____, 20__ to the ____ day of _____, 20__, make the following affidavit:

“I have provided on the back of this form a description of any additional water-using equipment and facilities, if any, which have been placed in use during the current month or preceding twelve (12) months. There has not been plumbing repairs or necessity therefore during the period covered by the unusually large bill. There has been no unusual or substantial increase in the actual usage of water during the period covered by the bill. The above-mentioned property is used solely for residential purposes. I am personally familiar with all of the matters of facts stated herein, and I know of my own personal knowledge that they are each true and correct.”

Applicant: _____
Date: _____