



High Bill Adjustment Request Form

FOR OFFICE USE ONLY	
Reviewed By	_____
Date	_____
<input type="checkbox"/> Approved	_____
<input type="checkbox"/> Denied	_____

Application Requirements & Guidelines

City of Fort Smith allows residential and commercial account holders to apply for a credit adjustment to their Water Utilities bill for an undefined high bill under the following conditions.

- Customer account is in good standing and has had a minimum of 13 consecutive months of water use at the service address.
- Customer has not received an undefined high water use bill adjustment during the previous 24 months.
- Water volume usage exceeds two times more than the seasonal or monthly average AND no leak was detected.
- Customer must submit this signed application within 60 days following the occurrence of the increased consumption.
 - If approved, the adjustment will be equal to the average of the previous three months' usage billed prior to the high bill in question.
 - The adjustment is applied as a credit to the account.
 - Customer must pay the bill in full if the adjustment is not posted to the account by the due date.

Customer Information

Name: _____ Account #: _____ Phone #: _____

Service Address: _____ Email: _____

Water Usage Information

- During the period covered by the high bill:
 - Were there any plumbing repairs? Yes No
 - If yes, STOP and fill out a Leak Adjustment Form.
 - Were you away from the property? Yes No
 - If yes, how many days? _____
- Does this service address have landscaping that is watered? Yes No
 - Have you established a new landscape (new sod, new trees, xeriscaping)? Yes No
- 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? Yes No
- Check the days the irrigation system is set to run: Mon Tue Wed Thu Fri Sat Sun None
- Check 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? Yes No
 - Did you refill your pool or spa? Yes No
- Number of Household Residents: _____

Customer Acknowledgement

My signature below certifies that I have read and understand the application requirements and guidelines. My Water Utilities account is currently in good standing, and I agree to pay my bill in full if an adjustment does not post to my account before the due date.

Customer Signature: _____ Date: _____

For questions or assistance, call (479) 784-2262. The application and attachments may be submitted by:

MAIL
 Citizen And City Services
 623 Garrison Avenue
 Fort Smith, AR 72901

FAX
 (479) 784-2294

EMAIL
 CitizenServices@FortSmithAR.gov