



# Meter Exchange 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 single-family residential account holders to apply for a credit adjustment to their Water Utilities bill due to a high bill caused by a meter exchange under the following conditions.

- Customer account is in good standing.
- Water usage during the first full billing cycle with the new meter must be more than twice as high for the same billing period from the previous year.
- The customer must submit this signed application within 60 days of the bill date in question.
  - If approved, the adjustment will be equal to the average of the previous three months' usage billed prior to the meter exchange.
  - For customers with less than three months' water usage, staff will estimate the usage by multiplying the number of residents by 2 CCF.
  - The adjustment is applied as a credit to your 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

- Number of Household Residents: \_\_\_\_\_
- Does this service address have landscaping that is watered? 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
- During the period covered by the high bill:
  - Were you away from the property? Yes No
    - If yes, how many days? \_\_\_\_\_
  - Have you established a new landscape (new sod, new trees, xeriscaping)? Yes No
  - Did you refill your pool or spa? Yes No
  - Were there any plumbing repairs? Yes No
    - If yes, please ask us about a Leak Adjustment Form.

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

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) 784-2298

**EMAIL**  
 CitizenServices@FortSmithAR.gov