

CITY OF SMITHVILLE

METER TESTING POLICY

If a Smithville water customer feels that their water meter is reading incorrectly, the customer can request that the meter be shipped and tested for accuracy. A Meter Test Request Form must be completed by the customer before the meter is removed and shipped to the testing laboratory. The cost for the shipping and testing of each meter is \$300.00 in advance and must be paid in guaranteed funds.

If the results of the test show that the meter is within the American Water Works Association (AWWA) tolerance of +/- 2% (98% - 102%), the meter is considered accurate and the outstanding account balance is due in full. If the test results show that the meter is over 102%, the customer's water bill will be adjusted accordingly and the \$300.00 will be credited to the customer's account.

METER TEST REQUEST

Name: _____

Address: _____

Telephone: _____

I am requesting that my water meter be removed and sent to a testing laboratory to be tested for accuracy. I understand that if the test shows that the meter is within +/- 2% tolerance (98% - 102%), the meter is considered accurate and the outstanding account balance is due in full. I understand that if the test results show that the meter is over 102%, my water bill will be adjusted accordingly. I am including payment of \$300 in guaranteed funds (cash, money order, cashier's check, credit or debit card).

Customer's Signature

Date