



Utility Billing Department
200 S Main Street
PO Box 307
Prosper, Tx 75078

**Application for Adjustment to Water Bill
Due to Unexplainable/Unusually Large Bill**

Any residential, commercial, or multi-family customer, who receives a water bill for any given month that is computed on the basis of quantity greater than 300 percent of the average monthly quantity (see back for definition) applicable to such customer, may request an adjustment of the bill. Only one monthly bill out of any series of twenty-four (24) consecutive monthly bills may be adjusted.

Applicant Name: _____ Account Number: _____

Service Address: _____

Phone Number: _____ E-mail address: _____

Bill Date: _____ Period Covered: _____

Describe the reasons for the requested adjustment. (Attach any supporting documentation, such as pictures):

Please read and initial each item:

_____ No water appliances or fixtures, swimming pools, or hot tubs, have been placed in use by the customer during the current month or the preceding twelve (12 months).

_____ There have been no plumbing repairs or necessity therefore during the month for which an adjustment is sought or that the nature of any plumbing defects would not explain the additional usage.

_____ I am personally familiar with all of the matters of fact stated in this application and swear that they are made on my personal knowledge and that they are each true and correct. This application is a government record subject to criminal prosecution for false statements under Chapter 37 of the Texas Penal Code and I certify that the application contains no false statements.

Signature: _____ Date: _____

Definition of Average Monthly Quantity

The term “average” monthly quantity applicable to a customer means the average consumption of water to the same premises during the twelve (12) months immediately preceding the month for which an adjustment is sought. If the customer has not been at the premises during the previous twelve (12) months, the application will be held for an additional three (3) billing cycles so the billing official can determine customer’s normal usage pattern. Only one (1) monthly bill out of a series of twenty-four (24) consecutive monthly bills may be adjusted.

Review and Consideration of Adjustment Application

Upon receiving an adjustment application, the Utility Official will conduct an investigation to determine if a billing or meter reading error occurred. If the investigation reveals that an error occurred, the Utility Official will make an adjustment to correct the error. If the investigation does not reveal an error, the Utility Official will further investigate by considering the customer’s application and other circumstances. If the Utility Official is able to reasonably ascertain that the customer was charged for more than 300% of the average monthly quantity for an unexplained event or unusually large bill, the Utility Official will recompute the bill using the average monthly quantity.

Customer will be responsible to pay for the normal rate of charge equal to the customer’s classification using the “average” monthly quantity plus 50% of the overage.