



SO # _____

Tontitown Water Utility
Post Office Box 127
201 E Henri de Tonti Blvd
Tontitown, AR 72770

PH: 479-361-2700 billing@tontitownar.gov

Tontitown Water Utility Request for Meter Test

Tontitown Water Utility will test the accuracy of any customer's electric and/or water meter within twenty days after receipt of a written request from the customer and prepayment of the stipulated meter test fee. The customer may request to be present, during normal working hours, when the meter is tested. Further, the customer may, at the customer's option and own expense, have an expert or other representative present at the time of the test.

If the tested meter is found to be more than two percent incorrect, causing the customer to be over billed, the City will credit the meter test fee, correct the billing as set forth in the Terms and Conditions of Service, and shall replace or adjust the meter. In the case where the tested meter is found to be more than two percent incorrect, causing the customer to be under billed, the City shall not credit the meter test fee, however, it will correct the billing as set forth in the Terms and Conditions of Service, and shall replace or adjust the meter

If the tested meter is found to be within the accuracy limits of two percent, whether slow or fast, the City will not credit the meter test fee, nor make any adjustments to the account's billing.

Customer Name

Service Address

Account Number

Contact Phone Number

Customer Signature

Date

City Representative

Date

Work Order Created Date & Time

Work Order Returned Date & Time

Within Limits: Yes No

Amount of Credit: _____

Credit Fee: Yes No

Amount of Debit: _____

Adjustment: Yes No

Customer Contacted With Results