



UNDEFINED HIGH-WATER USE BILL ADJUSTMENT APPLICATION

If filling form out by hand please print clearly.

The City of Robinson allows a single-family residential customer to apply for a credit adjustment for an "undefined high water use bill" provided that: the customer has at least 13 consecutive months of water use at the service address; the undefined high water use bill was greater than two times the average water use, the customer has not received an adjustment in the previous 24 months, and the customer has submitted this application within 60 days of the end date for the service period in question.

Account Information

Please complete the entire form; any missing information may delay the processing of this application or cause the application to be rejected.

Customers Name: _____

Name as listed on the account.

Service Address: _____

Account Number: _____ Phone Number: _____

E-Mail: _____

Service period of undefined high water use bill (as printed on the bill): _____

Does this 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:

Sun Mon Tue Wed Thu Fri Sat None

Check the days landscaping is watered with a hose:

Sun Mon Tue Wed Thu Fri Sat 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

Were there any plumbing repairs? Yes No Did you refill your pool or spa? Yes No

Did you have anyone stay with you for an extended amount of time? Yes No

List the number of guest: _____ How long did they stay? _____

By providing your signature you acknowledge the answers above are true and correct to the best of your knowledge.

Account Holder Signature: _____ Date: _____

Send the completed, signed form within 60 days of the end date for the service period in question via one of the the following methods:

**E-mail: utilities@robinsontexas.org
Fax: (254) 662-1035 Attn: Utilities**

**Mail: Robinson Utilities Department
Attn: Water Bill Adjustment
111 W. Lyndale
Robinson, TX 76706**