



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P.O. Box 4863
Houston, Texas 77210-4863
www.houstonwaterbills.org

Customer Request for Water Meter Accuracy Test

Based on the results of the accuracy testing, Utility Customer Service (UCS) may be required to charge for testing your meter. Fees for this service will be charged if the meter is found to be accurate and within the manufacturer's warranty period or has been tested and found accurate within the prior twelve months. If the meter is found to be inaccurate, test charges will be waived or removed. "Accurate" is defined as meeting or exceeding the guidelines for accuracy as established by the American Water Works Association.

You may request to be present or represented by an agent, for testing and/or meter removal. All testing activities will take place during normal business hours. You may also invite an independent expert, at your own expense, to observe the removal and testing. If an independent expert is desired, UCS requires notification in writing of the expert's name and area of expertise at least five (5) business days in advance of the scheduled test date. Please note that UCS may reschedule the on-site accuracy test due to inclement weather and will attempt to contact you at the number(s) you provide.

If your meter fails the on-site accuracy test, it will be replaced and the account will be evaluated for up to ninety (90) days to determine if any correction to your bill is warranted. Meters removed for a bench test, performed in the UCS Meter Shop will be retained for thirty (30) days.

Charges for testing are as follows:

- All water used during the on-site accuracy test billed at current rate, regardless of testing results, plus one of the following, based on meter size, type, and type of test requested.
- On-site accuracy test (meters less than 3"): \$27.52
- Meter Shop bench test: \$55.04, plus the cost of the new meter and electronic devices:
 - 5/8" meter \$55.04 + \$124.65 = \$179.69 1-1/2" meter \$55.04 + \$599.28 = \$654.32
 - 1" meter \$55.04 + \$209.86 = \$264.90 2" meter \$55.04 + \$555.78 = \$613.82
- On-site accuracy tests or Meter Shop bench tests of a 3" meter or larger is \$187.16, plus the cost of any non-defective parts or electronic devices replaced as a part of the testing process. *As costs may vary greatly with the type of installation, no advance estimate is available for these meters. Please note that bench tests can only be performed on turbine meters.*

Please return the completed form to: *Utility Customer Service, Contact Center, P.O. Box 4863, Houston, TX 77210-4863.* If you have any questions, our Contact Center Staff is available to assist at customer.service@houstontx.gov or at 713-371-1400.

(Please Print.)

Account Number: _____
 Customer Name: _____ Phone(s): _____
 Service Address: _____

I request to be present for the testing and/or removal of the meter. Yes No

- I request an on-site accuracy test of my meter.
- I request a Meter Shop bench test of my meter.

Expert's Contact Information (optional)

Name: _____ Phone Number: _____
 Qualifications: _____

I acknowledge the above charges may be applied to my utility account. I hereby request that the meter at the account indicated above be tested for accuracy.

Sign: _____ Date: _____