

## RE-READ WATER METER REQUEST FORM 2025



Dear Customer:

You have requested that your water meter be re-read.

Per Policy 7180.05, Re-reading of water meters is defined as any water meter reading that occurs outside of the routine water meter reading schedule or cycle for that meter.

Please note the following important information regarding your request:

1. **1<sup>st</sup> Request** for a re-read of a District water meter: The District shall re-read the water meter at no charge as soon as practical. If the reading is found to be in error, the District will correct the account information and adjust the account accordingly. If the reading is not found to be in error, the customer will be given the opportunity to complete a water efficiency review provided by the District.
2. **2<sup>nd</sup> Request** for a re-read in any period of 36 consecutive calendar months beginning with the date of the first re-read: A re-read charge of \$ 63.00 shall be applied to the customer's next billing statement as set forth in the District's rates and charges adopted by the Board of Directors, unless the reading in question is found to be in error. If the reading is found to be in error, the District will correct the account information and adjust the account accordingly. If the reading was not in error, the reread charge shall be applied. The customer may request a credit to their account in the amount of the charge if they complete a water efficiency review provided by the District at no charge within 60 days of the customer's 2nd request for a re-read within the 36 month period as outlined above.
3. 3rd and subsequent re-read requests in any period of 36 consecutive calendar months beginning with the date of the first re-read: A re-read charge shall be applied to the customer's next billing statement as set forth in the District's rates and charges adopted by the Board of Directors, unless the reading in question is found to be in error.
4. CHWD field employees are *not* authorized to accept any form of payment.

**By signing this acknowledgement, you are stating that you understand these conditions for re-reading your water meter & payment requirement.**

Service Address: \_\_\_\_\_

|                             |                                                                                        |
|-----------------------------|----------------------------------------------------------------------------------------|
| _____<br>Print Name         | _____<br>Date of Request                                                               |
| _____<br>Customer Signature | Owner <input type="checkbox"/> / Tenant <input type="checkbox"/><br>(please check one) |
| _____<br>Telephone Number   | _____<br>Email Address                                                                 |

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**For CHWD Use Below this Line**

Employee: \_\_\_\_\_ Date & Time: \_\_\_\_\_

**Leak Check & re-read was conducted and advised on:** \_\_\_\_\_  
Date