



CUSTOMER DISPUTE FORM

Identifying Information (Owner)

1. Account Number (as it appears on your water/sewer bill)
2. Customer Name _____
3. Mailing Address _____
4. Home Phone (____) ____ - ____ Daytime Phone (____) ____ - ____
5. Cell (____) ____ - ____ Email _____
6. **(If not the Owner filling out form)** Contact information of authorized representative of the owner.
 - Name _____
 - Mailing Address _____
 - Home Phone (____) ____ - ____ Daytime Phone (____) ____ - ____
 - Email _____
7. Service address (location of property), if different than the Owner's mailing address: _____
8. Type of property (check one)
☐ Residential ☐ Commercial ☐ Industrial ☐ Rental ☐ Other (List Type) _____

Grounds for Dispute

Categories (check all that apply)

- ☐ High Bill ☐ Estimated Bill ☐ High Consumption
☐ Penalty Charges ☐ Other (List Type): _____
☐ Would like Meter Tested ([Complete Meter Test Form on reverse side](#))

Bill Date in Dispute

Amount in Dispute

Briefly state the grounds or basis upon which you believe the water and / or sewer charges are incorrect. Attach additional sheets or documentation, if necessary.

Signature of the Owner

Signature of Authorized Representative

Printed Name of the Owner

Printed Name of Authorized representative

Date

Date

Submit Completed form to: Town of Cortlandville Water/Sewer Department, 3577 Terrace Rd, Cortland, New York 13045
Phone: 607-756-9637

FOR OFFICE USE ONLY:

Date Received: _____ **Taken By:** _____



Customer Dispute Policy

Customers wishing to dispute their water/sewer bill may do so, by completing a **Customer Dispute Form** within 30 days from the billing date in question. Customers are encouraged to pay the bill prior to the due date so as not to accrue any late fees.

Upon receiving a completed Customer Dispute Form, The Town Water/Sewer Department will determine that the meter has been read properly. If an investigation of the meter and meter records establishes that the meter was misread or that there was a failure of utility equipment, a new bill will be issued using an estimated consumption based on the last 4 billing quarters.

If the dispute is related to high consumption, we can, as a courtesy, perform a service investigation to determine if a leak or other plumbing issue exists on the house side of the meter. If a problem is noted, the property owner/owners representative will be notified as soon as possible. The responsibility to make the necessary repairs will be that of the property owner.

If the Customer is disputing the reliability of the water meter, and they would like the meter tested for accuracy, they must also complete and sign a **Meter Testing Form**. If the meter is found to be over recording then the Town will pay for the cost of testing the meter and the account will be adjusted and a new bill will be generated based on the average consumption of the previous 4 quarters. If however, the meter is found to be within the normal operating limits or under recording, the customer will be responsible for the cost of the meter testing and the Customer will be responsible to pay the water/sewer bill as charged.

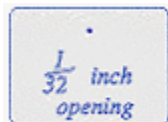
The following chart shows the amount of water that can be lost (and billed to your account) for various size leaks.



A dripping leak consumes:
15 gal. per day
450 gal. per month



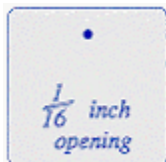
A $\frac{1}{8}$ in. leak consumes:
3,806 gal. per day
114,200 gal. per month



A $\frac{1}{32}$ in. leak consumes:
264 gal. per day
7,920 gal. per month



A $\frac{1}{4}$ in. leak consumes:
15,226 gal. per day
456,800 gal. per month



A $\frac{1}{16}$ in. leak consumes:
943 gal. per day
28,300 gal. per month



A $\frac{1}{2}$ in. leak consumes:
60,900 gal. per day
1,827,000 gal. per month



METER TESTING FORM

Our water meters are tested at the factory and have to meet strict performance criteria. It is very rare that our water meters will over record the amount of water used. Even in the unlikely event of the water meter not operating correctly, it is more likely to be under recording than over recording.

You have the right to have the water meter tested. To test the meter, we have to remove it and send it to an independent test center. Once the meter has been tested, we will send the results to you. If the meter is within normal operating limits or under records we will send you a bill for the meter test based on the size of your meter (see meter testing fees below) and you will still be responsible for your water/sewer bill as charged. If the meter over records, the Town will pay for the meter test and also amend your bill.

****Because you may have to pay for the test, please be aware that water meters very rarely over record.**

If you would like to have your water meter tested, please complete and submit form below.

Date: _____ Account Number: _____

Name: _____

Service Address: _____

Mailing address: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Business Phone: _____

Meter Testing Fees

5/8" thru 3/4" Meter	\$50.00
1" Iperl	\$93.50
1 1/2" Meter	\$154.00
2" Meter and Up	\$550.00

(If meter has to be tested in place, a fee for mileage will apply.)

I _____, wish to have my water meter tested for accuracy. I have read
(Print Name)
the above statement and agree to the terms and conditions.

Signature of the Owner

Signature of Authorized Representative

Printed Name of the Owner

Printed Name of Authorized representative

Date

Date

Submit Completed form to: Town of Cortlandville
Water/Sewer Department,
3577 Terrace Rd, Cortland, New York 13045
Ph: 607-756-9637

