



City of Winter Springs
1126 East State Road 434
Winter Springs, FL 32708
407-327-5996

METER BENCH TEST REQUEST

Cost: \$25.00

[Email](mailto:utilitybills@winterspringsfl.org) utilitybills@winterspringsfl.org
[Fax](tel:407-327-4753) 407-327-4753
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A meter's primary function is to measure and display the amount of water that passes through it. During the monthly billing process, the City obtains a reading from each customer's meter at their property location which is used to measure the amount of water consumption that has occurred at the customer's property location. If the customer receives a bill in which they could not explain why the excessive usage occurred the customer would need to contact the utility billing department to have their meter checked for accuracy. The City will follow the appropriate process to determine probable cause for the excessive usage. The amount of the water registered at the customer's property location must be a minimum of twenty thousand (20,000) gallons more than what is typically used by the customer on a monthly basis. The usage for prior twelve months will be averaged to determine what the customer's average monthly water usage is. The excessive water usage should be 20,000 gallons more than the average monthly water usage to be considered excessive water use for the particular billing period. The City will take the appropriate action to revisit the site and perform an audit of water usage before meter bench test should be considered. If the customer is still not completely satisfied with the audit findings of the City. A Meter Bench Test can be performed at a cost of \$25.00 which will be billed to the customer if the meter passes within acceptable parameters of 98.5% to 101.5% as recommended by the American Water Works Association Manual M6. If the Meter performs outside of acceptable parameters then the \$25.00 fee will be absolved. The customer must complete this form and provide a copy of driver's license before the bench test will be performed.

Date:	Customer Name:	Contact Number:
Property Address:		Account Number Customer Number
Customer must initial next to each item	You are acknowledging that you have read all the items referenced below by your completion of this form in its' entirety, initialing each item, signing and submitting to the utility billing department.	
1	The City has re-read the meter and verified the accuracy of the initial water reading and the consistency in the amount of water consumption billed to the customer.	
2	The City has performed 10 gallon flow test at the property.	
3	Meter Bench Test fee of \$25.00 will be billed to the customer utility account if the meter passes within acceptable parameters of 98.5% to 101.5% as recommended by the American Water Works Association.	
4	The City will remove the current meter from the customer's premise and install a new meter which is considered by the city to be measuring potable water use within the accuracy standards as defined by the meter manufacturer of the particular meter being installed.	
5	The Customer understands that the usage from both the actual and the temporary meter will be billed.	
6	When meter passes within acceptable parameters the meter will be reinstalled at the customer's property location for a minimum of one year.	
7	The Customer must provide a legible copy of Driver's License and submit with this request.	

Customer Signature: _____