



**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

**Grounds for Dispute** Bill Date in Dispute: \_\_\_\_\_ Amount in 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)

**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:** Riverdale Municipality, Box 520, 670 – 2<sup>nd</sup> Avenue, Rivers MB, R0K 1X0  
Phone: 204-328-5300

**FOR OFFICE USE ONLY:** Date Received: \_\_\_\_\_ Taken By: \_\_\_\_\_



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## METER TESTING FORM

Our water meters are tested 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 municipality 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: \_\_\_\_\_

### **Meter Testing Fees**

5/8" thru 3/4" Meter	<b>At cost + shipping</b>
1" Meter and Up	<b>At cost + shipping</b>

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

Home Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

I, \_\_\_\_\_ wish to have my water meter tested for accuracy.  
I have read the above statement and agree to the terms and conditions.

\_\_\_\_\_  
Signature of Owner

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Printed Name of Owner

\_\_\_\_\_  
Printed Name of Authorized Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Submit Completed form to:**  
Riverdale Municipality  
Water/Sewer Department  
670-2<sup>nd</sup> Ave, Rivers MB  
R0K 1X0  
Ph: (204) 328-5300