



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 – 2nd Avenue, Rivers MB, R0K 1X0
Phone: 204-328-5300

FOR OFFICE USE ONLY: Date Received: _____ Taken By: _____



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: _____

Home Phone: _____ Other Phone: _____

Meter Testing Fees

5/8" thru 3/4" Meter	\$50.00
1" Meter and Up	By Quote

(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 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
670-2nd Ave, Rivers MB
R0K 1X0
Ph: (204) 328-5300