



## Babcock Ranch Water Utilities

as operated by Town & Country Utilities and Babcock Ranch Irrigation

### ***Excessive Usage Credit***

Keep your original bill and e-mail this form along with any accompanying documentation to:

[UtilitiesCustomerService@BabcockRanchCommunityISD.com](mailto:UtilitiesCustomerService@BabcockRanchCommunityISD.com)

As a customer of Babcock Ranch Water Utilities, a division of the Babcock Ranch Community Independent Special District (BRCISD), you have the right to request an Excessive Usage Credit in accordance with the Babcock Ranch Water Utilities Policies Manual ("Policies").

Upon receipt of the Excessive Usage Credit ("EUC") form, the request is reviewed in accordance with the Policies. If all criteria is met, you will receive an approval indicating the credit amount. If you have bank drafting set up on your account, the amount will be corrected or removed, whichever is applicable.

Allow 10 business days to process this EUC form. An EUC is only granted once within a three (3) year period on a specific account. This will actually lower your utility bill to your average usage plus the lowest tiered rate for any gallons above average use. In the event you have a subsequent high bill within the same (3) year period, at the Utility Director / District Manager's discretion, the initial EUC may be reversed and substituted with the subsequent EUC.

Detailed Description: \_\_\_\_\_

Account #: \_\_\_\_\_ Invoice Date/Number: \_\_\_\_\_ Invoice Amount: \_\_\_\_\_

Name: \_\_\_\_\_ Phone#: \_\_\_\_\_

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Office Use Only:**

\_\_\_\_\_ 1) The abnormally high usage for any one monthly reading cycle where the actual meter reading is four times the average monthly usage for the past twelve (12) months for the Customer at the specific service location (or in the event the service location has less than twelve (12) months' usage history, the average District-wide usage for the same Customer classification);

\_\_\_\_\_ 2) The total usage during the monthly reading cycle on the Customer's billing in question exceeds fifty thousand (50,000) gallons;

\_\_\_\_\_ 3) The abnormally high usage is not the result of an apparent or deliberate act or omission of the Customer such as pool filling, or hoses left running;

\_\_\_\_\_ 4) The EUC is limited to one (1) time within a three (3) year period on a specific account; and,

\_\_\_\_\_ 5) The billing in question has occurred within the past six (6) months.

Meter # \_\_\_\_\_ Credit Amount: \$ \_\_\_\_\_ Approved: \_\_\_\_\_ Denied: \_\_\_\_\_ Date: \_\_\_\_\_

Approvals- 1) Billing: \_\_\_\_\_ Initials: \_\_\_\_\_ Date: \_\_\_\_\_

2) TCU: \_\_\_\_\_ Initials: \_\_\_\_\_ Date: \_\_\_\_\_

3) Accounting: \_\_\_\_\_ Initials: \_\_\_\_\_ Date: \_\_\_\_\_