

**CROSS TIMBERS WATER SUPPLY CORP.
2032 E. HICKORY HILL RD.
ARGYLE, TX 76226
940-584-0780
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METER TESTING POLICY

The Corporation shall test any Member's/Customer's meter upon written request of the Member/Customer. In the event the meter tests within the accuracy standards of the American Water Works Corporation (AWWA), a test fee as prescribed on the meter test authorization form shall be imposed. In the event the test results indicate that the meter is faulty or inaccurate, the test fee as prescribed on the meter test authorization form shall be waived, the meter shall be calibrated or replaced, and a billing adjustment shall be made. The billing adjustment shall be made for that billing cycle based on the Member/Customer's typical average twelve (12) month gallonage usage.

Member/Customer shall accept test results shown by the Cross Timbers Water Supply Corporation. The test shall be conducted in accordance with the AWWA standards methods on a certified test bench. Member/Customer agrees to pay the cost incurred by CTWSC for the test if the results indicate an AWWA acceptable performance, plus any outstanding water utility service. In the event that the Member/Customer is required to pay for the test and for outstanding water utility service as set forth herein, said testing charges shall be invoiced to the Member/Customer after the date of the test. Final decisions involving unexplained water usage, etc. and questionable meter accuracy shall be based solely on an independent, certified test conducted to determine the mechanical accuracy of the water meter. This test will be conducted by a certified meter-testing lab with a copy of the test results made available to the member/customer.

In the event of a dispute/disagreement between the member/customer and Corporation regarding acceptance of the outcome of the tested/certified level of accuracy of the water meter in question, or related decision based on this test report, the following will apply:

- The member/customer will be entitled to submit in writing to the Board of Directors his/her reason(s) for disagreeing/disputing the test results or any other objection to the Corporations decision.
- The Board of Directors will review the information submitted by the member/customer during an open session of a regularly scheduled monthly meeting within forty-five (45) days following the request for review by the member/customer. The member/customer will be invited to attend this meeting.
- Once reviewed, action will be taken by the Board to uphold or revise the previous decision. All decisions by the Board of Directors are final.
- Members/customers will be notified in writing of the Board's decision.