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Beat III Water Association

Water Meter Challenge Form

In an effort to quickly and equitably resolve disputes regarding the accuracy of water meters serving homes and businesses within the Beat III Water Association, the Board of Directors serving the Association has adopted the following policy.

Should the customer suspect a faulty water meter, resulting in an unusually high usage rate and subsequent high water bill, the customer may request the installation of a new meter. However, the water meter in question, once removed and replaced, will be sent to a certified testing lab to determine its accuracy per lab methods and/or manufacturers specs. If it is determined by the testing lab that the meter is in fact faulty and giving readings higher than the testing tolerances, then Beat III

Water Association will (1) absorb all costs associated with the meter replacement, (2) pay any shipping costs in delivering the meter in question to the testing lab, (3) pay any meter testing fees and (4) adjust the water bill in question to a more representative usage rate.

If, however, test results on the meter in question indicate accuracy within the testing method and/or manufacturer specs, then the customer agrees to pay (1) the cost of the newly installed meter, (2) any labor and other associated costs incurred with meter replacement, (3) shipping fees incurred with the old meter, (4) testing fees from the lab, and (5) the water bill in question.

By entering into this agreement with Beat III Water Association, the customer acknowledges that any negotiated settlement of the monthly bill in question will be forfeited, and that the bill will be paid in full should the accuracy of the original meter is verified within acceptable limits.

Further, should it be determined, through testing, that the original meter measures flows lower than acceptable limits, the water association reserves the right to install a new meter to more accurately measure water flow at the residence or business. This scenario will be at no additional cost to the customer.

By signing this agreement, the customer agrees to the terms and conditions of this policy. Without the signature, the customer continues to be responsible for the water bill in question.