



Seminole County
Environmental Services
Water & Sewer Department

CUSTOMER ADJUSTMENT REQUEST

As a customer of Seminole County Water & Sewer, you may request an adjustment on your current water bill. Customers may be eligible for an adjustment once per 12 month period. The consumption period to be adjusted cannot exceed two consecutive billing cycles. The consumption amount must be at least 20,000 gallons above the account average or double the account average for the past 12 months. The adjustment request must be submitted within 60 days from the 1st or 2nd consecutive affected bill date with receipts attached at the time of application. Submittal of this request does not prevent your account from collection activity, including interruption of service. A payment must be made every month. If the repair bill receipt/invoice is not attached this request will automatically be denied.

Account Holder:
Property Address:
Account Number:
Telephone Number:

I hereby request consideration of an adjustment to my account for the following reason:

New Sod / Date:
Leak Repair / Date:

Please give brief description of what occurred:

Four horizontal lines for describing the occurrence.

By submitting this application, I am aware that only one adjustment per 12 month period will be granted on my account. I have read and understand the adjustment policy. I also understand my responsibility of any balance on the account after the adjustment has been applied must be paid or my account will be subject to interruption of service and/or reported to the collection agency.

I certify that the above information is true to the best of my knowledge.

Signature: Date:

PLEASE ALLOW 30 - 45 DAYS FOR PROCESSING

Approved: Date: Denied: Date:

WATER AND SEWER CUSTOMER SERVICE DEPARTMENT

WATER AND SEWER CUSTOMER ADJUSTMENT REQUEST POLICY

Policy: Allow a one-time adjustment in 12 month period to reduce payment due on an account affected by a leak or new sod.

BILLING ADJUSTMENTS

All customers must fully complete and submit an adjustment request application within 60 days from 1st or 2nd consecutive affected bill date.

Customers are eligible for an adjustment once per 12 month period. The consumption period to be adjusted cannot exceed two consecutive billing cycles. The consumption amount attributed to the leak must be at least 20,000 gallons above the account average or double the account average for the past 12 months.

Once the application is received, the customer will be notified within 30 - 45 days of adjusted amount.

Any suspicious behavior, such as altering dates or falsifying documents, will result in adjustment requests being denied. Repair bill receipts/Invoice or new sod letters must be attached.

The average 'normal' monthly use is calculated based on the customer's consumption history for the past 12 months. The excess consumption is calculated at the lowest tiered rate. The difference is the adjusted amount and will be applied as a credit to the customers' account.

For new accounts with no previous billing history, consumption from the next three billing cycles will be considered to determine "normal" monthly usage.

Payments must continue to be made by the due date to avoid disconnection of service.