



Seminole County
Environmental Services
Water & Sewer Department

POOL FILL ADJUSTMENT REQUEST

As a customer of Seminole County Water & Sewer, you may request an adjustment on the sewer portion of your current water bill due to a recent pool fill or pool repair. Receipt or letter from a **pool company** must be attached at the time of submittal or this adjustment will automatically be denied. All customers must fully complete and submit an adjustment request application within 60 days from 1st or 2nd consecutive affected bill date

Account Holder: _____

Property Address: _____

Account Number: _____

Telephone Number: _____

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

___ Pool Fill / Repair Date: _____

By submitting this application, I am aware that only one pool fill 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 POOL FILL ADJUSTMENT REQUEST POLICY

Policy: Allow a one-time adjustment in a 12 month period to reduce payment due on an account affected by a pool fill.

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 average consumption must be below 15,000 gallons in order to qualify. Sewer caps at 15,000 gallons regardless of the water consumption amount for residential customers.

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. Receipts or letters must be attached.

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

For new accounts, 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.