Seminole County
Environmental Services
Water & Sewer Department

CUSTOMER ADJUSTMENT REQUEST
BUSINESS / COMMERCIAL ACCOUNTS

As a customer of Seminole County Water & Sewer, you may request an adjustment on your current water bill if you have recently encountered a leak by completing and submitting this application. Business / Commercial account holders 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 must be at least 50,000 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 receipt or invoice attached. Submittal of this request does not prevent your account from collection activity, including interruption of service. A payment **must** be made on the account. **If the receipt is not attached this request will automatically be denied.**

Business Name: _____
Property Address: _____
Account Number: _____ Name of Contact Person: _____
Telephone Number: _____

I hereby request consideration of an adjustment to the above referenced account.

Please select the reason for the adjustment request.

_____ Leak Date of repair: _____

Please give brief description of what occurred:
_____
_____
_____
_____

By submitting this application, I am aware that only one adjustment per 12 month period will be granted on the 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 90 DAYS FOR PROCESSING

Amount of adjustment: _____ Completed on: _____ By:_____
Approved by: _____

Effective 11/01/2019

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.

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 50,000 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 90 days of adjusted amount.

Any suspicious behavior, such as altering dates or falsifying documents, will result in adjustment requests being denied. Receipt 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, 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.