

Customer Name: _____ Cycle: _____ Route: _____

(Last, First)



Sewer Adjustment Request

1000 City Center Circle
Port Orange, Florida 32129
Phone: 386-506-5720 Fax: 386-756-5226
Email: customerservice@port-orange.org

Account Number: _____

Location Address: _____

Contact Phone Number: _____

Customer Signature: _____

Today's Date: _____

Email Address: _____

Comments: _____

Reason for Request:

Pool Fill: Pool Letter _____

Date(s) of Fill: _____

Approx. Gals. _____

Leak: Receipts/Photos: _____

Date of Repairs _____

Location of Leak _____

Location of excess water _____

Extraordinary Consumption

The City is only authorized by the Ordinance below to grant adjustments for excess water that did not enter the sewer system. All Adjustments are subject to approval and may take 2-4 billing cycles to get a decision.

Ordinance NO. 2018-22 Sec. 2-240 (F)

(1) Swimming Pool Fill- A reduction to a customer's sewer charges shall be authorized up to twice in any twelve-month period for swimming pool fills under the following circumstances:

- a. The actual consumption for the fill is documented by meter readings conducted by city staff before and after the fill takes place. The City shall assess a service charge established by the rate resolution if field work is required to conduct the pre- and post-meter readings; or
- b. The swimming pool fill is documented with the presentation of a certification from a pool installer or repairman on the company's letterhead detailing the date of installation or repair and an estimate of the amount of water added to the pool. The certification shall be reviewed against the actual metered consumption so that the customer's adjusted sewer billing is not less than the average monthly billing over the previous twelve months.

(2) Leaks- A customer shall be eligible for a credit as the result of a leak up to twice in any twelve month-period under the following circumstances:

- a. If the leak occurs either between the meter or the backflow device and the customer's house or inside the house, the customer shall be eligible for a credit against the sewer charges upon presentation of sufficient verification of the leak. Water leakage must not have entered the sewer system in order to be eligible for the credit. Credit cannot reduce sewer charges lower than the average monthly billing for sewer usage during the previous 12 months, and said credit shall apply to up to two billing cycles within any twelve-month period. Acceptable verification shall consist of a bill or letter from a plumber on the company's letterhead describing the type and location of the leak, receipts for repair materials or photos. If the leak is originally identified by a city employee, the employee's statement may be substituted for the plumber's verification. If the leak is discovered and repaired by the property owner, then the owner shall submit documentation evidencing the leak detection and repair in a format acceptable to the city in order to be eligible for an adjustment.
- b. If the leak occurs at the meter or between the meter and a backflow device, the customer will be eligible for a credit against both the water and sewer charges upon presentation of sufficient verification as described above.

(3) Extraordinary consumption. If a customer's monthly consumption exceeds the average reading from the previous 12 months by 300 percent or more and the following month returns to the average consumption of the previous 12 months, the customer shall be eligible for a credit against the sewer charges as provided for leaks in subsection (f) above. Such credit shall be granted following a second month's billing after the extraordinary consumption to verify that the reading is a one-time event. If that the one-time extraordinary consumption event spans two billing cycles, the adjustment shall be applied proportionally to each of the two billing cycles.

FOR OFFICE USE: HOW WAS ADJUSTMENT RECEIVED: In Office / Mail / Fax / E-Mail / Date _____ Rep _____

Sewer Verified Receipts Attached Offered Payment Plan Noted on Acct Updated Info

Processed By: _____ Date: _____ Waiting for: _____ RATE GROUP: _____ / _____ / _____

Denied: _____