

CITY OF HOLLYWOOD, FLORIDA APPLICATION FOR HIGH USE BILLING ADJUSTMENT

**QUESTIONS ABOUT COMPLETING THIS APPLICATION FORM?
Please call Customer Service at (954) 921-3938 for assistance.**

IMPORTANT NOTICE TO UTILITY CUSTOMERS

If your water meter has registered unusually high water usage due to a leak or other valid circumstance, you may be eligible for a high use billing adjustment provided that the following conditions are met:

1. The utility customer must complete this application form and submit it to the City within **60 days receipt** of bill indicating high usage.
2. If the high use is due to a leak, the utility customer is to indicate on the application form the location of the leak and the date it was repaired. Supporting documentation is very important in consideration of a customer's request pursuant to Municipal Code. A copy of the plumber's bill should accompany the application form. If the customer repaired the leak, an original receipt from a hardware supply store for the purchase of necessary supplies to fix the leak, along with any other evidence of the repair, should be provided.
3. If the high usage on the customer's utility account was not due to a leak, the customer must indicate on the application form the other valid circumstance believed to have caused the high usage. Supporting documentation is very important in consideration of a customer's request pursuant to Municipal Code, and the customer should provide as much supporting documentation as possible.
4. Only accounts with usage in any month exceeding 200% of the average monthly usage for the previous twelve (12) months will be considered for a billing adjustment, and only once in a twelve-month period. The water usage that is in excess of a customer's average monthly usage will be recalculated at the lowest tiered water rate for an adjustment period of up to two (2) months and the difference applied to the customer's utility account as a billing adjustment.

Please mail or hand-deliver your completed application to Utility Customer Service, City of Hollywood, Room 103, 2600 Hollywood Boulevard, Hollywood FL 33020. Once the City has received the customer's application and supporting documentation, the information and account history will be reviewed. Customer billing adjustments must be approved by both the City's Director of Financial Services and the Public Utilities Director. You will be notified in writing of the final decision. Upon final approval of your request, the adjustment will be applied to your account and will be reflected on your next billing statement.

Date of This Request:	
Requesting Party's Name:	
Best Daytime Phone Number to Reach You:	
Your Email Address:	
Utility Account Number:	-
Service Address:	
Meter Number if Known:	
Basis for Billing Adjustment Request:	<input type="checkbox"/> Leak <i>(Please attach supporting documentation such as a plumber's bill or original receipt from a hardware supply store)</i> <input type="checkbox"/> Other Valid Circumstances. <i>Please describe what caused the high water usage and provide as much supporting documentation as possible:</i>
Location of the Leak:	
Did you hire a plumber to repair the leak?	<input type="checkbox"/> Yes – please attach your original receipt <input type="checkbox"/> No
Was a plumbing permit pulled for the repair:	<input type="checkbox"/> No <input type="checkbox"/> Yes – permit number #

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SIGNATURE

I have reviewed City Ordinance 51.039 below regarding the duty of a utility customer as to leaks or waste, and to the provisions for a rate adjustment. I verify that the information provided on this form and any supplemental information attached is true and accurate to the best of my knowledge. I understand that fraudulent use of this application form may be subject to any and all penalties available and possible legal action.

Signature: _____ Printed Name: _____

§ 51.039 DUTY OF CONSUMER AS TO LEAKS OR WASTE; NO REFUND; RATE ADJUSTMENT.

(A) *Duty of owner or tenant; report to utility customer service office; penalty.*

(1) It shall be the duty of every owner, his or her agent or tenant, to at all times exercise due diligence to prevent the waste of water, and to this end shall immediately stop all leaks on his or her premises, and shall notify the utility customer service office promptly of any leak discovered other than upon his or her premises, thus to enable the prompt stopping thereof.

(2) Persisting in any willful waste, or neglect to promptly stop water through leaks on part of any owner, his or her agent or tenant, shall be sufficient cause to authorize the city to discontinue its service and shut off the water supply from and to the premises in question, without notice.

(3) Whenever the water supply to and for any premises has been shut off because of leaks or waste, the same shall not be turned on again until all cause for shut-off shall have been remedied or removed, and until satisfactory assurance shall be given to the city that the condition causing the shut-off will not again exist by the owner, or his or her agent or tenant, and the charge for service disconnection pursuant to § 51.130 shall have been paid to the city to cover the cost of turning on said water supply again.

(B) *Refunds for loss of water not allowed.* Under no circumstances will abatements, allowances, deductions or refunds be made to customer accounts for or on account of water used, lost or wasted through leaks, carelessness, neglect or otherwise, after the same has passed through the meter.

(C) **Rate adjustment.** An account with usage exceeding 200% of the average monthly usage for the previous twelve (12) months in any month commencing on or after March 1, 2009 will be considered once in a twelve-month period for adjustment of such monthly overage to the lowest tiered water rate for an adjustment period of up to two (2) months, subject to the customer providing supporting documentation of the existence and subsequent repair of a leak or other valid circumstances causing the overage. The granting of a rate adjustment will be subject to the approval of both the Director of Financial Services and the Director of Public Utilities.