



City of Fort Lauderdale

Application for High Use Billing Adjustment – Residential

Questions about completing this application?
Please call Customer Service at (954) 828-5150 for assistance.

Important Notice to Utility Customers

If your water meter has registered unusually high-water usage due to a leak or other valid circumstances, 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 and submit it to the City within **60 days receipt** of bill indicating high usage.
2. If the high usage on the customer’s utility account is due to a leak, the utility customer is to indicate on the application the location of the leak and the date it was repaired. Supporting documentation is very important in consideration of a utility customer’s request pursuant to Municipal Code.
 - a) A copy of the specialist's bill showing evidence of the repaired leak must accompany the application.
 - If the utility 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, must be provided.
3. If the high usage on the customer’s utility account was not due to a leak, the utility customer must indicate on the application the other valid circumstance believed to have caused the high usage. Supporting documentation is very important in consideration of a utility customer’s request pursuant to Municipal Code.
 - a) A copy of the specialist's bill must accompany the application showing evidence of no leak and as much supporting documentation as possible.
 - b) Meter test request form
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. The water usage that is in excess of a utility 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.

Date of This Request:	
Requesting Party’s Name:	
Best Daytime Phone Number to Reach You:	
Your Email Address:	
Utility Account Number:	
Service Address:	
Basis for Billing Adjustment Request:	<input type="checkbox"/> Leak <i>Please attach supporting documentation such as a specialist’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 supporting documentation such as a specialist’s bill showing evidence showing no leak and meter test request form</i>
Location of the Leak:	



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Please email (utilitybilling@fortlauderdale.gov), mail or hand-deliver your completed application to Utility Billing & Collections Office, 700 N.W. 19th Avenue, Fort Lauderdale, Florida 33311. Once the City has received the utility customer's application and supporting documentation, the information and account history will be reviewed. Utility customer billing adjustments must be approved by both the City's Director of Finance and the Revenue Collections Manager. 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.

City Ordinance Section 28-76 Waste Water User Rates

(g) Should excessive water consumption be recorded by an accurate meter for a customer whose account shows no prior history of such high water consumption and is not the result of a leak, the Finance Director or designee may grant a one-time billing adjustment to the customer for the overage above the twelve-month average at the lowest tiered rate, for a maximum of two months. This one-time credit is for the life of the account at the location for which such a credit is granted.

(1) In order to be considered for the one-time billing adjustment, the customer must submit the adjustment application and supporting documents, including evidence of no leak and a meter test request to the Utility Billing and Collections Division within sixty (60) days of the date of the bill indicating high usage.

(h) Should excessive water consumption be recorded by an accurate meter as the result of an identified leak, the Finance Director or designee upon receipt of the supporting documentation of the repaired leak, may adjust the overage above the twelve-month average to the lowest-tiered rate, for a maximum period of two months. To be considered for such an adjustment, the consumer's account must have monthly usage exceeding two-times their average monthly usage for the previous twelve months and the consumer must submit the adjustment application to the utility billing and collections division within sixty (60) days of the date of the bill in question.

City Ordinance Section 28-143 Water Rates

(d) For Residential accounts only. Should excessive water consumption be recorded by an accurate meter for a customer whose account shows no prior history of such high water consumption and is not the result of a leak, the Finance Director or designee, may grant a one-time billing adjustment to the customer for the overage above the twelve month average at the lowest tiered rate, for a maximum of two months. This one-time credit is for the life of the account at the location for which such a credit is granted.

(1) In order to be considered for the one-time billing adjustment, the customer must submit the adjustment application and supporting documents, including evidence of no leak and a meter test request form to the Utility Billing and Collections Division within sixty (60) days of the date of the bill indicating high usage.

(e) For Residential accounts only. Should excessive water consumption be recorded by an accurate meter as the result of an identified leak, the Finance Director or designee, upon receipt of the supporting documentation of the repaired leak, may adjust the rate for the overage above the twelve-month average to the lowest-tiered rate, for a maximum adjustment period of two months. To be considered for such an adjustment, the consumer's account must have monthly usage exceeding two-times their average monthly usage for the previous twelve months and must submit the adjustment application to the utility billing and collections division within sixty (60) days of the date of the bill in question.



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City Ordinance Section 28-144 Sprinkling meter charges

(c) Should excessive water consumption be recorded by an accurate meter as the result of an identified leak, the Finance Director or designee, upon receipt of the supporting documentation of the repaired leak, may adjust the rate for the overage above the twelve-month average to the lowest-tiered rate, for a maximum adjustment period of two months. To be considered for such an adjustment, the consumer's account must have monthly usage exceeding two-times their average monthly usage for the previous twelve months and must submit the adjustment application to the utility billing and collections division within sixty (60) days of the date of the bill in question.

(d) Should excessive water consumption be recorded by an accurate meter for a customer whose account shows no prior history of such high water consumption and is not the result of a leak, the finance director or designee, may grant a one (1)-time billing adjustment to the customer for the overage above the twelve (12) month average at the lowest tiered rate, for a maximum of two (2) months. This one (1)-time credit is for the life of the account at the location for which such a credit is granted.

(1) In order to be considered for the one (1)-time billing adjustment, the customer must submit the adjustment application and supporting documents, including evidence of no leak and a meter test request form to the utility billing and collections division within sixty (60) days of the date of the bill indicating high usage.

- **If the high usage is due to a leak,**
 - Attached is a copy of the specialist's bill showing evidence of repaired leak.
 - Attached is an original receipt from a hardware supply store for the purchase of necessary supplies to fix the leak should the leak had been repaired by the utility customer.

- **If the high usage is not due to a leak,**
 - Attached is a copy of the specialist's bill showing evidence of no leak.
 - Attached is a completed meter test request form.

I have reviewed City Ordinance Sections 28-76, 28-143, and 28-144 above regarding the duty of a utility customer as to leaks or unexplained water usage, 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 may be subject to any and all penalties available and possible legal action.

Signature: _____

Printed Name: _____