



Public Works Department  
Water Resources and Utilities

**Plumbing Leak / Pool Fill  
Utility Bill Adjustment Request Form**

**Customer name:** \_\_\_\_\_ **Account #:** \_\_\_\_\_

**Street address:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_

**E-mail address:** \_\_\_\_\_

Submittal of this form is not a guarantee that credit will be applied to your utility bill. You will be notified by phone or by e-mail if the request is denied, or if additional information is needed. It is a request form only, and each customer will be allowed only one credit per year. **It is the customer's responsibility to pay their bill in full by the due date while the adjustment request is being reviewed and processed. Failure to pay your utility bill may result in late fees or your water being shut off.** Credits will be issued in accordance with the Plumbing Leak / Pool Fill Policy (next page).

**Pool Fill Adjustment Request**

Purpose for fill (please circle one):                      New pool                      Repair

Beginning meter read \_\_\_\_\_ Ending meter read \_\_\_\_\_

Estimated # of gallons used \_\_\_\_\_ Date filled \_\_\_\_\_

**Plumbing Leak Adjustment Request**

Where was leak located? \_\_\_\_\_

Did the water go down the sewer? \_\_\_\_\_ Repair date: \_\_\_\_\_

Give a detailed description of the problem:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I certify that the above information is true and correct to the best of my knowledge

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Volusia County Utility  
Plumbing Leak / Pool Fill Policy  
(revised 7/7/11)**

**Water and wastewater charges**

Volusia County charges customers a monthly fee for water and wastewater usage based on the amount of water that passes through a customer's water meter. Meters are read monthly in 1,000-gallon increments. A fee for water usage is charged for each 1,000 gallons of water usage. A fee for wastewater usage is charged for each 1,000 gallons of water usage up to 14,000 gallons. At 14,000 gallons of water usage, the wastewater fee is capped.

**Swimming pool credit**

Swimming pool credits will be limited to new construction and complete drain and fills due to repair. This credit will not be provided more than once annually. To receive the credit, please submit a Utility Bill Adjustment Request Form (previous page) or a letter or written notification from your contractor or pool service company with the following information: reason for pool fill, number of gallons used, receipt, date, customer name, address, phone number and/or e-mail address, and signature.

The utility account will be credited for wastewater usage based on your average usage for the prior 12 months of service. If average usage is at or above the cap of 14,000 gallons per month, no credit will be given for wastewater. The credit for water used to fill a pool will be at the county's current discretionary rate if the pool fill resulted in total water usage exceeding 20,000 gallons for the month. The discretionary rate will be applied to the portion of water usage over 20,000 gallons, not to exceed the total volume of water used to fill the pool.

**Plumbing leak credit**

Plumbing leaks that have been repaired will be credited at the county's current discretionary rate. This credit will be provided not more than once annually, for no more than two (2) months (billing cycles). To receive the credit, please submit a Utility Bill Adjustment Request Form (previous page) or a letter with the following information: location of the leak, description of the leak, documentation of the repair (such as a receipt from a plumber or irrigation company), date, customer name, address, phone number and/or e-mail address, and signature.

The utility account will be credited for wastewater usage based on your average usage for the prior 12 months of service for documented repair of plumbing leaks. If average usage is at or above the cap of 14,000 gallons per month, no credit will be given for wastewater. If the leak was in the house and the leaked water went down the drain (for instance, by a faulty toilet flapper valve), no credit will be given for wastewater. The credit for water will be at the county's current discretionary rate if the leak resulted in total water usage exceeding 20,000 gallons for the month. The discretionary rate will be applied to the portion of water usage over 20,000 gallons.

**Discretionary water rate**

The discretionary water rate is equivalent to the county's tier 3 water rate, which is the rate for water usage from 10,001 gallons to 15,000 gallons per month. The county's water rates are identified in the rate schedule located on the "Billing Info" link at [www.volusia.org/publicworks/water.htm](http://www.volusia.org/publicworks/water.htm).

**Mailing address**

Please mail the form or letter to: County of Volusia, Attention: Public Works, Water Resources and Utilities, 123 W. Indiana Ave., DeLand, FL 32720.