



Water Resources and Utilities

Water Leak and Unexpected Excessive Water Usage Adjustment Policy - January 2017

Purchase of Water and Sewer Services

In accordance with Volusia County Code of Ordinances, Chapter 122-36, free water and sewer service is prohibited. All water which passes through the water meter shall be purchased by the customer. Customers are responsible for keeping their plumbing maintained and in good working condition; and taking reasonable care if the premise is left, vacated or abandoned.

Billing Adjustment Authority

The Water Resources and Utilities Director or designee may approve bill adjustments for leaks and unexpected excessive water use which qualify under this policy. No more than one occurrence per any 12-month period shall be allowed.

Billing Adjustment for Leak and Unexpected Excessive Water

Unexpected excessive water usage adjustments are allowed when high water consumption relates to a leak not readily detectable by a reasonable person, including but not limited to:

- a leak in an underground water service line between the water meter and the exterior of the building or within walls or under floors of a building;
- an undetectable leak from a swimming pool;
- a broken or damaged underground irrigation line;
- an improperly operating water softener, water heater, or solar water system

Ineligible for Leak and Excessive Water Use Adjustments

No leak or excessive water use adjustment will be made for the following:

- leaking faucets, or any type of faulty customer/non-licensed plumbing work
- faucets, hoses and other water outlets left running
- water used for irrigating lawns, gardens, or new sod
- faulty irrigation timers or broken sprinkler heads
- premises left or abandoned or vacated without reasonable care for the plumbing system

Billing Adjustment for Sewer Service

The Water Resources and Utilities division will consider adjusting a customer's sewer charges when a water leak does or does not qualify for an adjustment, provided the water from the leak does not enter the sewer system. Such instances include a leak from an underground water service line or irrigation line, a leak from a swimming pool, a faulty irrigation timer, or other leaks where the water does not enter the sewer system.

Customer Procedures for Requesting Billing Adjustment

To qualify for an adjustment, the cause of excessive usage or leak must be repaired within 30 days of the date of the water bill indicating high water consumption; or within 30 days of when the Water Resources and Utilities division notified the customer of excessive usage, whichever came first.

To receive adjustment credit, customers must submit a fully completed **Volusia County Utilities Adjustment Request Application** form at www.volusia.org/water/adjust.pdf.

Customers may also provide a letter with **all** of the following information:

- description and location of the leak
- date of completed repair work
- documentation of receipts for any materials or services related to the repair
- customer address, name, phone number and/or e-mail address, and signature

If all the above information is not received, customers may only be eligible for 50% credit.

Determining Billing Adjustments

Water and wastewater usage charges are based on the amount of water that passes through a customer's water meter. Meters are read monthly in 1,000 gallon increments. In promoting water conservation initiatives, the Water Resources and Utilities division employs a 5-tier inclining rate structure to discourage excessive and habitual high water use patterns. The 5th tier rate is applied to all consumption in excess of 20,000 gallons. The 4th tier rate is considered the "discretionary" rate with the cost per 1,000 gallons significantly less than the 5th tier rate.

The County's water rates are identified in the Current Rate Schedule located on the Water Resources and Utilities home page at www.volusia.org/water.

If a customer's **Utilities Adjustment Request Application** it is determined to be complete and qualifies for a leak or unexpected excessive use adjustment per this policy, the adjusted bill will be calculated based on the following criteria:

- Adjustments for water charges will be based on the 4th tier discretionary rate for all water usage over 20,000 gallons
- Adjustments for sewer charges, if applicable, will be based on the average monthly usage during the prior 12 months of service

An adjustment for a maximum of two billing periods may be provided in the event the leak extended into a second billing period. In order to qualify, the repair must have taken place within 30 days of the date of the first water bill indicating excessive water consumption.

Extended Payment for Adjusted Bills

A customer may request extended payment terms for adjusted bills. No penalties or interest will be added provided the customer continues to make payment in a timely manner and stays current with ongoing monthly utility bills.

<i>Adjusted Bill Amount</i>	<i>Payment Plan Terms</i>
<i>\$501 - \$1,000</i>	<i>Up to 6 months</i>
<i>Over \$1,000</i>	<i>Up to 12 months</i>

Determination of the actual payment term will be based on factors including but not limited to the customer's payment history and ownership of the property where the excessive water use occurred.



County of Volusia Water Resources and Utilities

123 West Indiana Ave Room 402, DeLand, FL 32720 Telephone 386-736-5971 www.volusia.org

UTILITIES ADJUSTMENT REQUEST APPLICATION

As a customer of Volusia County Water Resources and Utilities, you have the right to request an adjustment on your current water bill. You can request this adjustment by completing and submitting this application. **Your payment and supporting documents must accompany this application to be considered for an adjustment.** Submittal of this request does not prevent your account from collection activity, including interruption of service.

I, _____ account holder of the property located at: _____, Account # _____ hereby request consideration of an adjustment to my account.

Please select the reason for the adjustment request.

_____ Leak (**Please attach invoices or receipts related to completed repair**).

Date of detection: _____

Date of repair: _____

_____ Initial Pool Fill _____ Pool Repair

Date of pool fill: _____ Capacity of pool: _____ Est. gallons used: _____

Description of Leak and Repair

Customer name: _____ Telephone number: _____

E-mail address: _____

By submitting this application, I am aware that only one adjustment per calendar year will be granted on my account. I **further understand that this application must be accompanied with supporting documents to be considered for an adjustment.** I also understand my responsibility of any balance on the account while the account is being reviewed and subject to any collection activities, including interruption of service.

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

Signature: _____ Date: _____

Please allow 2 – 3 month processing time for this request.

For Office Use Only

Amount of adjustment: _____ Penalty removal: _____

Completed on: _____ by _____