



City of Longwood

WATER LEAK CREDIT ADJUSTMENT

Sec. 90-47. Exceptions

(a) No public utilities service shall be furnished free of charge. Any person or property owner who uses the city public utilities system shall pay the rates fixed by this article, except as provided for below:

(1) A customer who experiences a leak or excessive usage of city water may apply for a credit adjustment.

(2) The customer's account must have all outstanding charges paid in full and must submit an application to the city to be considered for a credit adjustment.

(3) The city shall review the customer's previous 12-month consumption history to determine the average water consumption, and shall provide a credit adjustment equal to the difference between the excessive consumption and the average consumption as calculated for the previous 12 months. If the customer's wastewater bill, based on volumetric charges, is excessive due to the water consumed by the leak or excessive use, the city shall provide an adjustment equal to the difference between the excessive bill and the customer's average wastewater bill for the previous 12 months.

(4) If the customer does not have a 12-month history at the same address where the leak or excessive use occurred, standard gallons per day as prescribed in this Code shall be used to calculate the 12-month average.

(5) A customer shall be entitled to a credit adjustment per verifiable occurrence up to two consecutive billing cycles per a twelve month period.

(6) A customer may also apply for a sewer credit adjustment for a pool fill once every year of the account. A signed and dated application must be submitted showing the date(s) of fill and the gallons used to fill the pool. The reduction of sewer charges will be calculated based on the amount of water used to fill the pool multiplied by the sewer usage rate.

(b) In the event the city or any department, agency or instrumentality thereof shall avail itself of the facilities or services provided by the public utilities system, the rates, fees and charges applicable to such services shall be as provided in this article. Such charges shall be paid as they accrue, and the city shall transfer to the public utilities fund sufficient sums to pay such charges. The revenues so received shall be deemed to be revenues derived from the operation of the public utilities system, and shall be deposited and accounted for in the same manner as other revenues derived from the operation of such system.