



**City of Winter Springs**  
**1126 East State Road 434**  
**Winter Springs, FL 32708**

120312

Phone: 407-327-5996 / Fax:407-327-4753 / utilitybills@winterspringsfl.org/ Website: www.winterspringsfl.org

Choose only one reason from the following to be considered for a Water Adjustment:

Explained Water Leak

Pool Fill

Unexplained Excessive Water Usage

**Water Adjustment Request**

Today's Date	Account Number	Customer Number	Date of Leak Occurrence	Duration of Leak Occurrence: Day/ Week/ Month/ _____ Other
Customer Name (Note:Must be account holder)		Property Location		Contact Telephone Number

**Customer must initial next to each item:** You are acknowledging that you have read all of the items referenced below by your completion of this form in its' entirety, initialing each item, signing and submitting to the City of Winter Springs to be considered for a Water Adjustment.

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|----|--|
| 1  | The leak adjustment will be reviewed according to Water Leak Policy Resolution No. 2009-17 adopted by the City Commission on February 23, 2009   |
| 2  | A leak adjustment is not guaranteed - certain conditions must exist in order to receive adjustments as provided in Water Leak Policy Resolution No. 2009-17.   |
| 3  | Customer experiencing a water leak on the customer side of the water meter or service line must first have the water leak repaired.  |
| 4  | <b>Customer must provide proof of repair and that proof of repair must submit with this request. Examples: Repair Bill, Supply Receipts, etc.</b>  |
| 5  | <b>If the Customer can not provide proof that a repair has been completed (see 4) , this Request for Water Adjustment form must be notarized below.</b>  |
| 6  | Leak can be repaired by the customer, homeowner, or plumber/irrigation specialist.   |
| 7  | Please be mindful that a repairman could charge hundreds of dollars for your particular repair.  |
| 8  | The amount of the repair expense has no bearing on whether a leak adjustment will be received.   |
| 9  | The repair option chosen should not be based on whether you anticipate an adjustment. An adjustment is not guaranteed.   |
| 10 | Customer will be responsible to pay the bill containing charges for the leak in full by the scheduled due date.  |
| 11 | If an adjustment is given, it will often come one to two billing cycles later than the bill where the charges occurred. This is due to the normal water consumption verification requirement.          |
| 12 | Water service to the account must have occurred for a minimum of twelve (12) consecutive months prior to the month where the leak occurred with no months having a zero (0) usage period on the meter. |
| 13 | City must verify that water consumption is back to normal.This will occur during the next regularly scheduled meter reading for your cycle.  |
| 14 | A city representative will not make a special visit to your property to verify a leak has been repaired.   |
| 15 | If leak occurred during the middle of a billing cycle it could take two bill cycles (or 75 days) before normal water consumption can be verified. Please be mindful of this fact.                      |
| 16 | Customer seeking a Pool Fill adjustment will only be considered for an adjustment of sewer charges if their twelve (12) month average sewer consumption is less than 10,000 gallons.                   |
| 17 | No adjustment to a customer's water bill due to a leak on the customer side of the water meter or service line, will be permitted more than one (1) a year or no more than twice(2) in ten (10) years. |
| 18 | <b>Customer must provide a legible copy of Driver's License and submit with this request.</b>  |

**I have read and attest that the leak at the above reference property has been repaired.**

**Customer Signature** \_\_\_\_\_

