

## SEWER ADJUSTMENT REQUEST

TO REQUEST A SEWER ADJUSTMENT, YOU MUST COMPLETE THE FOLLOWING;

1. **COMPLETE A SEWER ADJUSTMENT REQUEST FORM**
2. **SUBMIT PROOF OF REPAIR** (city ordinance requires you submit proof of repair, i.e. a plumbers bill or receipt for the supplies used to fix the leak)\*\*

ONCE THE REQUEST IS RECEIVED BY THE UTILITY BILLING DEPARTMENT, ALL DOCUMENTATION IS FORWARDED TO THE UTILITY BILLING MANAGER FOR CALCULATION. THIS INFORMATION IS THEN FORWARDED TO THE FINANCE DIRECTOR AND CITY MANAGER FOR CONSIDERATION. IF THE REQUEST IS APPROVED, THE UTILITY BILLING MANAGER WILL CREDIT THE REQUESTED UTILITY ACCOUNT. THE ACCOUNT HOLDER WILL THEN BE CONTACTED REGARDING THE OUTCOME.

*PLEASE NOTE:* You must first receive the utility bill reflecting the leak prior to submitting a request. Two (2) billing cycles are eligible to be applied for per leak per incident.

**\*\*CITY OF FLAGLER BEACH ORDINANCE**

*Sec. 5.03.02. - Deferment of charges due to broken waterlines, etc.*

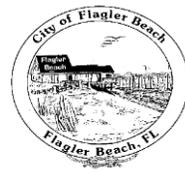
*In those instances where customers receive utility service bills which are due and payable, but vary from their normal monthly bill as a result of accident broken waterlines or other plumbing failure or defects, where the water did not enter the sewer system, the city manager may, upon request of the customer, issue a credit for the amount of the sewer flow adjustment. The leak adjustment request must be made on a form approved by the city and include evidence that the leak is now repaired, either by including a paid invoice or a receipt for parts used in the repair. The city will issue no credits for water or sewer charges due to routine pool filling, lawn irrigation, or leaking plumbing fixtures.*

*If any utility customer questions the monthly reading of their meter, upon customer requests, the city will re-read the customer's water meter to verify the existing reading. A ten-dollar service charge will be added to the customer's account for this service. In any case, where the initial reading is found to be incorrect, or in cases where there is a documented leak and a sewer credit is issued, this charge will be refunded.*

*Ord. No. 2011-03, § 1, 3-10-11)*

**PLEASE RETURN THE COMPLETED FORM AND ALL REQUESTED DOCUMENTATION TO:**

City of Flagler Beach  
P.O. Box 70 - 116 S 3<sup>rd</sup> Street  
Flagler Beach, FL 32136  
Phone (386) 517-2000 - Fax (386) 517-2008  
Email [UB@CITYOFFLAGLERBEACH.COM](mailto:UB@CITYOFFLAGLERBEACH.COM)



## SEWER ADJUSTMENT REQUEST FORM

**PLEASE COMPLETE BELOW AND RETURN TO THE UTILITY BILLING DEPARTMENT**

*PLEASE NOTE: City ordinance requires that you submit proof of repair (i.e. a plumbers bill or receipt for the supplies used to fix the leak)*

**UTILITY SERVICE ADDRESS:** \_\_\_\_\_

**UTILITY ACCOUNT NUMBER:** \_\_\_\_\_

**UTILITY ACCOUNTHOLDER NAME:** \_\_\_\_\_

**TELEPHONE NUMBER:** \_\_\_\_\_

**CIRCUMSTANCES SURROUNDING THE LEAK:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**DATE LEAK WAS REPAIRED:** \_\_\_\_\_

**WHO FIXED THE LEAK:** \_\_\_\_\_

**DATE(S) OF BILL(S) FOR WHICH YOU ARE REQUESTING CREDIT**

\_\_\_\_\_  
\_\_\_\_\_

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

*SIGNATURE OF PERSON SUBMITTING REQUEST*

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