



Unexplained High Water Use Billing Adjustment Request Form

General Guidelines for Unexplained High Water Usage - Overview

All customers with a 5/8 x 3/4 inch metered service and all residential customers regardless of meter size may qualify for an Unexplained High Water Usage adjustment. The high water use above the customer's average and up to 20,000 gallons of monthly usage will not be forgiven, but shall be paid at the current Tampa Bay Water's unitary rate. To be considered for a billing adjustment due to unexplained high water usage, this form (along with supporting documentation) must be completed and submitted to Pasco County Utilities (PCU). Submitting the request is not a guarantee that a credit will be applied to your account. The customer will be contacted if additional information is needed and notified in writing of the disposition of the request. Billing adjustments for unexplained high water usage, if approved, will occur only after the high usage has stopped and has been verified with an actual meter reading. If approved, the cost for water above 20,000 gallons (or four times the average, whichever is greater) will be credited to the customer's account. No credit will be given for sewer usage because there is no evidence that the water did not enter the PCU sewer system. To be considered for an adjustment for unexplained high water usage, customer's account must be in good standing. Late fees may be waived during review of an application.

Unexplained High Water Usage Guidelines

These guidelines serve to summarize what is stated in Pasco County Ordinance Chapter 110, Article II, Section 110-40 (b), (c) and (d). PCU must adhere to the Code of Ordinances.

- Customers must submit a signed copy of this application/affidavit and a plumber's statement (if applicable) indicating the number of gallons billed was not used by the customer after the customer conducted reasonable investigation regarding the consumption for the billing period in question.
- The unexplained high water usage may be verified by a meter profile showing continuous or near continuous usage for a period of more than 12 hours, or 24 hours for excessive high water usage.
- The adjustment can only be applied to the customer account that is active at the time of the high water usage incident.
- A customer is eligible for a one-time credit for no more than 3 months of unexplained high use credit or for no more than 2 months for excessive high water usage (usage above 20,000 gallons).
- Excess water use shall mean the amount of water used over the average usage of the preceding 12 months based on the meter readings. If a customer does not have 12 months usage, PCU will take the average usage over the entire available period of usage of not less than three months for that customer.
- The unexplained high water usage must have occurred within the past three months.
- **All customers applying for an adjustment in accordance with these guidelines must have their account in good standing to qualify and they must make monthly payments of at least 100 percent of the 12-month average while this request is being reviewed. Failure to pay your utility bill or make payment arrangements may result in a disconnection of services and additional fees.**

Customer Information

Customer Name: _____ Date: _____

Customer/Account #: _____ Service Address: _____

Contact Phone Number: _____ Contact Email: _____

Date(s) of unexplained high water usage in which you are seeking review for adjustment: _____

Number of gallons billed in question _____

Brief description of reason for request (attach separate sheet if needed):

Terms and Conditions

By signing and submitting this application/affidavit, the PCU Customer agrees to the following terms and conditions:

- Customer is admitting the unexplained high water usage is not the result of an apparent or deliberate act of the customer such as pool filling, frequent use of sprinklers, or hoses left running and there is no rational explanation for the high usage.
- Customer agrees that the Utilities Department has the right to interview the customer and, if applicable, any workmen or contractors who were on the property during the high usage period, in addition to inspecting the premises.
- Customer understands and agrees that an unexplained high water usage adjustment will **NOT** be considered in cases where:
 - there exists a cross connection with a well or other water source on the subject customer's property-premises; the unexplained high water usage was caused by equipment which was improperly installed, malfunctioned due to manufacturer's defect, or is covered by any written warranty; or
 - Customer has had previous water services with the County and has a history of erratic monthly consumption or the customer's account is not in good standing; or
 - the customer has been granted an unexplained high water usage adjustment at other addresses or premises on Pasco County's utility system or at the current location; or
 - leak adjustment has been applied for and approved for this customer within the prior twenty-four (24) months.
- Customer understands and agrees, although PCU may approve this unexplained high water usage application and apply an adjustment to the customer's account, PCU may determine the water actually did flow through the meter and the meter accurately measured the usage.
- Customer agrees to make monthly payments of at least 100 percent of the 12 month average while this request is being reviewed and understands failure to pay their utility bill or make payment arrangements may result in a disconnection of services and additional fees.

Account Holder Signature Date

Please return this form and additional documentation to: Pasco County Utilities, Adjustment Research, P.O. Box 2139, New Port Richey, FL. 34656-2139, bring it into one of our offices, or email it to utilcustserv@pascocountyfl.net. Contact Pasco County Utilities Customer Information & Services at (727) 847-8131, (352) 521-4284 or (813) 235-6012, if you need further assistance.

FOR OFFICE USE ONLY:

Unexplained High Water Usage application is: Approved Denied

Pasco County Utilities Representative Signature Date