



CUSTOMER ADJUSTMENT REQUEST FORM

City of Palmetto. 516 8th Ave W. Palmetto, Florida 34221

www.PALMETTOFL.ORG BILLING@PALMETTOFL.ORG PH 941.723.4570 FAX 941.723.4576

WATER AND SEWER BILLING ADJUSTMENT POLICY

All customers must fully complete and submit an adjustment request application within 60 days from 1st or 2nd consecutive affected bill date.

Customers are eligible for an adjustment once per 12 month period. The consumption period to be adjusted cannot exceed two consecutive billing cycles. The average water consumption must be at least 20,000 gallons for residential and 50,000 gallons for commercial above the account average or double the account average for the past 12 months in order to qualify for an adjustment.

Once the application is received, the customer will be notified within 30-45 days of adjusted amount. Any suspicious behavior, such as altering dates or falsifying documents, will result in adjustment requests being denied. Repair bill receipt(s)/invoice(s) must be attached.

The average normal monthly use is calculated based on the customer's consumption history for the past 12 months. The excess consumption is calculated at the lowest rate. The difference is the adjusted amount and will be applied as a credit to the customer's account.

For new accounts with no previous billing history, consumption from the next three billing cycles will be considered to determine normal monthly usage.

Payments must continue to be made by the due date to avoid disconnection of service.

Please submit your application form to billing@palmettofl.org. If you have any questions, please call customer service at 941.723.4570.



CUSTOMER ADJUSTMENT REQUEST FORM

City of Palmetto. 516 8th Ave W. Palmetto, Florida 34221

www.PALMETTOFL.ORG BILLING@PALMETTOFL.ORG PH 941.723.4570 FAX 941.723.4576

The City of Palmetto understands unusual and/or special circumstances, non-reoccurring-rare in nature, and may be eligible for an adjustment to a utility bill. Customers may be eligible for an adjustment once per 12 month period. The consumption period to be adjusted cannot exceed two consecutive billing cycles. The consumption amount must be at least 20,000 gallons for residential and 50,000 gallons for commercial above the account average or double the account average for the past 12 months. The adjustment request must be submitted within 60 days from the 1st or 2nd consecutive affected bill date with receipts attached at the time of application. Submittal of this request does not prevent your account from collection activity, including interruption of service. A payment must be made every month. If the repair bill receipt/invoice is not attached this request will automatically be denied.

ADJUSTMENT TYPE: SEWER WATER CLASS: COMMERCIAL RESIDENTIAL

CUSTOMER INFORMATION

Customer Name:		Account#:	
Customer is:	<input type="checkbox"/> Owner <input type="checkbox"/> Renter <input type="checkbox"/> Other___	Contact#(s):	
Service Address:		Email Address:	

DESCRIPTION OF OCCURRENCE:

By submitting this application, I am aware that only one adjustment per 12 month period may be granted on my account. I have read and understand the adjustment policy. I also understand my responsibility of any balance on the account after the adjustment has been applied must be paid or my account will be subject to interruption of service and/or reported to the collection agency.

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

Customer Signature:	Date:
---------------------	-------

FOR OFFICE USE ONLY

*****PLEASE ALLOW 30-45 DAYS FOR PROCESSING*****

Customer Service Department:	<input type="checkbox"/> SUPPORT DOC(S) <input type="checkbox"/> COMMENTS IN UB	Date:
Finance Department:	<input type="checkbox"/> APPROVED <input type="checkbox"/> DENIED	Date:
City Clerk:	<input type="checkbox"/> APPROVED <input type="checkbox"/> DENIED	Date:

Customer Account#: _____

SEWER WATER Amount: \$ _____