

## REQUEST FOR SEWER CREDIT

Name on Account: \_\_\_\_\_ Account # \_\_\_\_\_

Service Address: \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Phone Number: \_\_\_\_\_

The Okeechobee Utility Authority (OUA) may authorize adjustments to sewer charges in certain instances in which the excessive water consumption does not impact the OUA sewer system. Should excessive water consumption cross two (2) billing cycles, an adjustment may be authorized for both months, provided information about the excessive consumption is provided to the OUA within forty-five (45) days of the bill on which the excessive consumption initially appeared. *(Penalties and shut-off will continue to apply unless customer contacts OUA for payment arrangements.)*

### **REQUIREMENTS TO QUALIFY FOR A SEWER CREDIT:**

1. The water consumption must exceed the previous three months' average.
2. Written requests for sewer credit must be received within forty-five (45) days of the date of the bill for which the adjustment is requested.
3. Sewer credits will be limited to one time in any 12-month period.
4. Attach verification of a non-sewer-impacting leak. (i.e. plumbers statement, repair bill, pool contract, or customer's written statement explaining when and how the repair was made.) **(REQUEST CANNOT BE PROCESSED UNTIL VERIFICATION IS PROVIDED.)**

### **SEWER CREDITS WILL *NOT* BE GRANTED FOR THE FOLLOWING REASONS:**

1. Broken or leaky water lines where water entered the sewer system. *(i.e. leaky toilets or inside faucets)*
2. Water used for irrigation.
3. Negligent use of water.
4. Undertermined use of water.

### **NO CREDIT WILL BE ISSUED FOR EXCESSIVE *WATER* CONSUMPTION**

*Application continued on reverse side*

**REQUEST FOR SEWER CREDIT - APPLICATION**

**THIS SECTION TO BE COMPLETED AND SIGNED BY CUSTOMER**

1. Date excessive water consumption was discovered. \_\_\_\_\_

2. Location of water problem. \_\_\_\_\_

3. Describe the nature of the excessive water consumption.

*(Please attach copy of verification document [i.e: plumber's bill], or write on this form)*

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4. Date excessive water consumption problem was corrected. \_\_\_\_\_

5. Describe what steps were taken to repair the leak and who made the repair? \_\_\_\_\_

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\_\_\_\_\_  
**Signature of Account Holder**

\_\_\_\_\_  
**Date**