

# CITY OF HOLLYWOOD, FLORIDA APPLICATION FOR SEWER BILLING CREDIT

**QUESTIONS ABOUT COMPLETING THIS APPLICATION FORM?  
Please call Customer Service at (954) 921-3938 for assistance.**

## IMPORTANT NOTICE TO UTILITY CUSTOMERS

Utility customers who receive City sewer service (do not have a septic tank) are eligible to apply for a sewer billing credit for the following two reasons: 1) There is a swimming pool at your service location and you fill it ("pool fill"); or 2) There has been a significant leak of over 500 cubic feet of water (over 3700 gallons) at your service location. If you meet one of these two eligibility criteria, you can apply for a sewer credit in accordance with the following conditions:

1. The utility customer must complete the application form for a Sewer Billing Credit and submit it to the City **within 60 days receipt** of bill indicating high usage.
2. If you have filled your pool, you must provide on the application form the dimensions of the pool and the gallons used to fill the pool. Supporting documentation to your application is helpful and welcome. Upon approval of a sewer credit for a pool fill, a sewer credit in the amount of the water used to fill the pool multiplied by the sewer usage rate will be applied to your utility account. The City must confirm a concurrent increase in water consumption on your bill before a credit can be approved. The City reserves the right to verify the water capacity of the pool.
3. If there has been a significant leak of **over 500 cubic feet of water (over 3700 gallons)** at your service location, you must indicate on the application form the source of the leak. The City must confirm the concurrent increase in water consumption on your bill due to the leak before a credit can be approved. Upon approval of a sewer credit for a significant leak, a sewer credit equal to 80% of any water consumption over the average water consumption on the account for a 12-month period, multiplied by the sewer usage rate, will be applied to your account. The credit can be granted for high usage occurring over a maximum period of **two consecutive months**. **Supporting documentation is very important in consideration of a customer's request pursuant to Municipal Code. A copy of the plumber's bill should accompany the application form. If the customer repaired the leak, an original receipt from a hardware supply store for the purchase of supplies to fix the leak, along with any other evidence of the repair, should be provided.**
4. Only one credit is allowed in a 12-month period.

**Please mail or hand-deliver your completed application to Utility Customer Service, City of Hollywood, Room 103, 2600 Hollywood Boulevard, Hollywood FL 33020. Once the City has received the customer's application and supporting documentation, the information and account history will be reviewed. Customer billing adjustments must be approved by both the City's Director of Financial Services and the Public Utilities Director. You will be notified in writing of the final decision. Upon final approval of your request, the adjustment will be applied to your account and reflected on your next billing statement.**

Date of This Request:	
Requesting Party's Name:	
Best Daytime Phone Number to Reach You:	
Your Email Address:	
Utility Account Number:	-
Service Address:	
Meter Number if Known:	
Basis for Billing Credit Request:	<input type="checkbox"/> <b>Leak</b> <i>(Please attach supporting documentation such as a plumber's bill or original receipt from a hardware supply store)</i> <input type="checkbox"/> <b>Pool Fill</b> <i>(Indicate date of the pool fill)</i>
For Leak:	Location/source of leak:
For Pool Fill:	Pool Dimensions: Gallons of Water Used to Fill Pool:

Revised 4/06/15 – All the fields must be filled out to process the request

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**SIGNATURE**

**I have reviewed City Ordinance 52.53(H) below regarding the availability of and qualification for a sewer billing credit. I understand that the City reserves the right to verify the water capacity of my swimming pool if I am applying for a sewer credit for a pool fill. I understand that there must be a concurrent increase in water consumption on my bill before a sewer credit can be approved for a pool fill or leak. I verify that the information provided on this form and any supplemental information attached is true and accurate to the best of my knowledge. I understand that fraudulent use of this application form may be subject to any and all penalties available and possible legal action.**

**Signature: \_\_\_\_\_ Printed Name:**

**Section 52.53(H) of the City of Hollywood’s Code of Ordinances**

(H) Abatements and deductions of sewer charges will be governed in the same manner as § 51.143 with the following exception:

(1) When an affidavit signed and submitted by the customer stating the dimension of the pool and gallons used to fill the pool is filed with the utility customer service office, reduction of sewer charges by the amount of water used to fill the pool multiplied by the sewer usage rate is authorized. Only one credit is allowed in a 12-month period for pool fills.

(2) When an affidavit signed and submitted by the customer indicating the source of a significant leak of over 500 cubic feet or approximately 3700 gallons is filed with the utility customer service office, a credit to the sewer charges will be granted for 80% of any water consumption over the average water consumption for a 12-month period multiplied by the sewer usage rate. In addition to the affidavit, the customer shall provide supporting documentation of the existence and subsequent repair of a leak on the service line. Only one such credit will be allowed in a 12-month period, and the maximum period of adjustment of such monthly overage will be two months.

Additionally, as further evidence of the occurrence of a pool fill or a significant leak as described herein, the city must verify a concurrent increase in water consumption on the customer bill before authorizing any credit.

