



*Utility Billing Division*

*PO BOX 5004*

*TARPON SPRINGS, FLORIDA 34688-5004*

*(727) 942-5609 FAX (727) 943-4057*

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§ 20-8.

ADJUSTMENTS IN UTILITY BILLS.

(a) Upon written documentation of proof of accidental or involuntary use as verified by a licensed plumber, any customer who requests a utility bill adjustment arising from excessive water meter reading may request a bill adjustment from the City Manager, if such consumption is greater than two times such customer's average monthly consumption. The water bill may be adjusted to an amount no less than the average monthly charge for such customer over the preceding twelve months at the rate stated in Section 20-2, plus a surcharge for the amount consumed in excess of such average, at the rate charged the city by Pinellas County reflecting the actual cost to the city for purchase of the water provided to the customer. No such adjustment may be claimed by any customer more than two times during a calendar year. For new accounts, the City Manager may require payment based upon the amount consumed, and adjust the bill within a reasonable time thereafter. In no event shall any customer be charged for leaks within the meter box. In appropriate situations, the City Manager may authorize a reduction in the sewer charge upon proof by substantial competent evidence that no water delivered to the property could have been discharged into the city sewer system. The City Manager shall require reasonable evidence from the customer such as repair bills, hardware receipts, and notarized statements, as to the cause and correction of such excessive consumption. The burden of providing such proof shall be on the customer and if the customer is not able to provide substantial competent evidence of the cause and location of such water consumption, no relief from normal billing will be allowed.

(b) Sewer. The City Manager is further authorized to reduce the sewer charge to an amount no less than the average monthly charge for such customer over the preceding twelve months, at the rate stated in Section 20-4 for any bill satisfying the conditions stated herein, so long as such leakage did not, in the opinion of the City Manager, enter the sewer system, as is otherwise set forth in subparagraph (a) hereinabove and on the same standards of proof and documentation as required in subparagraph (a).

(c) For master meter customers, the City Manager or designee is authorized to reduce sewer charges for cases that have been documented to the satisfaction of the city that flushing of the private water system has occurred and that the subject flushed water has not entered the sewer system. Acceptable documentation shall include a dedicated meter for flushing purposes verified by the city. The burden of proof shall be on the customer and if the customer is not able to produce such proof to the satisfaction of the city, no relief from normal billing shall be allowed.

('80 Code, § 20-8) (Ord. 90-62, passed 1-2-91; Am. Ord. 95-26, passed 11-7-95; Am. Ord. 99-18, passed 6-1-99; Am. Ord. 2002-19, passed 8-20-02)