
**BOARD OF COUNTY COMMISSIONERS
HILLSBOROUGH COUNTY
TAMPA, FLORIDA 33601**

BOARD POLICY - SECTION NUMBER: 03.03.06.00

SUBJECT: ADJUSTMENT TO WATER/WASTEWATER BILLS DUE TO UNEXPLAINED
USAGE REGISTERED BY COUNTY METER

EFFECTIVE DATE: December 3, 1997

SUPERSEDES: NEW

Purpose:

To establish a policy providing for the adjustment of water/wastewater customer bills due to unexplained water registered and recorded by the County water meter.

Policy:

The Board of County Commissioners approves and adopts the policy authorizing the Water Department to adjust water/wastewater customer monthly bills for unexplained water usage according to the guidelines outlined in the policy.

Responsibility:

It is the responsibility of the Water Department to put into effect the policy of the Board of County Commissioners providing for adjustment to water/wastewater bills due to unexplained water usage on the customer's side of the meter.

Hillsborough County Unexplained Water Use Policy for Water Department Customers

1. That adjustments to water bills of residential and commercial/industrial customers may be considered for unexplained water usage when the monthly gallons consumed exceeds the past 12 months monthly average by 50% or more, with consistent monthly usage during the prior 12 months and consumption returns to prior consistent monthly averages for the 4 months succeeding the high consumption month.
2. That unexplained water usage adjustments to an account with less than 12 months of normal consumption will not be made. Accounts may be reconsidered for review after 12 months of history is available, and must be requested in writing.
3. That only one (1) adjustment for unexplained high consumption will be made during the lifetime of an account, and the account will be noted.
4. That County investigation and tests show no signs of meter malfunctioning or excessive use of water in yard or landscape maintenance.

5. That no unexplained water adjustments will be considered in cases:
 - a. where there is a cross connection with a well on property;
 - b. where water loss was caused by equipment which was improperly installed, malfunctioned due to manufacturer's defect, or is covered under any written warranty;
 - c. where customer has had previous water service with the County and had history of erratic monthly consumption;
 - d. when a waiver has been granted to the customer at other addresses, and
 - e. when a leak adjustment has been applied for and approved within the prior 12 months.
6. That account will be adjusted to the highest month usage of the 12 months period preceding the month for which the adjustment is requested.
7. That customer must execute acknowledgement this adjustment may only be used once during the time they are receiving County water service. County Administrator shall develop appropriate form for customer acknowledgement.
8. This policy shall not apply to requests for adjustments of water bills previously acted upon by the Board of County Commissioners.

Approved by: Board of County Commissioners
Approval Date: December 3, 1997