



City of Callaway
Utility Billing Department
6601 E Hwy 22 * Callaway, FL 32404
Telephone (850) 871-6000

EXCESSIVE USE ADJUSTMENT REQUEST FORM

Account Number _____

I, _____, am requesting once in a five-year adjustment for my
_____ water bill due to excessive water usage caused by a leak/other unknown reasons.
Month _____

_____ The home located at _____ is occupied.
Initial Address

_____ The business located at _____ is licensed.
Initial Address

_____ I have had water and/or sewer service at the above location in my name for a
Initial minimum of twelve months.

_____ The excessive water bill is more than (2) times the average monthly consumption for
UB Initial the last twelve months of use.

_____	_____
Avg. Monthly Consumption	Excessive Bill Consumption
\$ _____	\$ _____
Avg Monthly Bill Amount	Excessive Bill Amount

Upon approval of this adjustment, my bill will be adjusted down on the amount equal to the average monthly bill for the last Twelve months of service, exclusive of the highest month. The adjusted bill must be paid in full with no extended payment arrangements. If it is not paid by the following billing due date _____, the amount due will be reinstated back to the actual amount before the adjustment and such amount will be subject to regular collection procedures and legal remedies. **Excessive use adjustments are available once in a five-year period for the same customer at the same location.** If there are utility bills with excessive usage for more than 1 month, the customer may only request relief for one such month. If this adjustment is obtained or attempted to be obtained under false or fraudulent pretenses, the person obtaining or attempting to obtain the adjustment shall be prosecuted to the full extent allowable under the law.

I have read and agree to all qualification and conditions of this adjustment.

Applicant Signature _____ Date _____

Adjusted Bill Amount: \$ _____

ID Verified: _____

Approved: _____ Denied: _____

Reason for Denial: _____

Approved by UB Manager: _____

Approved by City Manager: _____

UTILITY BILL

EXCESSIVE USE ADJUSTMENT POLICY

The City Commission realizes that water and sewer customers occasionally may have Utility bills that are excessive for leaks and or other unknown reasons. “Unknown reasons” is defined as the customer did not know of the reason for the high usage at the time it occurred. The Commission sympathizes with this and realizes that these circumstances are out of the normal. As a result, the Commission wishes to extend assistance on a “one-time in five years” basis.

If this once in five-year adjustment is obtained or attempted to be obtained under false or fraudulent Pretenses, the person obtaining or attempting to obtain the adjustment shall be prosecuted to the full extent allowable under the law.

POLICY:

**The policy hereby adopted by the City requires that the following criteria be met
For once in a five-year period utility bill adjustment for excessive use:**

1. The occupied location must have been connected to water and/or sewer service for a minimum of twelve months in the account of the same customer. A resident must be living at the location, or a commercial use must be active and have proper licensing.
2. The excessive utility bill must be more than (2) times the customer’s average consumption for the last 12 months of use.
3. If the utility bill is more than three times the customer’s average for the twelve months of use the bill will be adjusted down to equal the average monthly bill for the last twelve months of service exclusive of the highest month (11-month average).
4. The utility bill, which is adjusted by virtue of this policy, must be paid in full with no extended payment arrangements. If not paid by the following billing cycle, the amount due will be reinstated back to the actual amount before the adjustment and such amount will be subject to regular collection procedures and legal remedies.
5. This adjustment will be available once in a five-year period for a same customer at the same location.
6. If there are utility bills with excessive usage for more than (1) month, the customer may only request relief for one such month.
7. All adjustments granted by this policy must be requested by the customer in writing and approved by the Utility Billing Manager or the City Manager.