



UTILITY SERVICES DEPARTMENT
2725 Judge Fran Jamieson Way
Building A, Room 213
Viera, Florida 32940
Phone: 321-633-2093
Email: Utilitysvc_ops@brevardcounty.us

REQUEST FOR A SEWER CREDIT

Requests must be received within 60 days of the date of the bill for which an adjustment is requested. Please return your documentation to the address, fax or email listed above.

NAME: _____ DATE: _____

ADDRESS: _____

CITY: _____ ZIP: _____

DAYTIME PHONE NUMBER: _____

EMAIL ADDRESS: _____

ACCOUNT NUMBER: CITY OF MELBOURNE _____

OR CITY OF COCOA _____

DATE OF POOL FILL *: _____ **OR** DATE OF LEAK REPAIR **: _____

*ONE POOL FILL SEWER CREDIT ALLOWED PER 12 MONTHS

** CREDIT FOR A LEAK MUST INCLUDE A COPY OF THE PLUMBER'S BILL

SIGNATURE OF ACCOUNT HOLDER: _____

FOR OFFICE USE ONLY:

DATE	CONSUMPTION	CHARGE	AVERAGE
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Brevard County Florida Utility Services Sewer Credit Request

- Credit for water will not be issued. Contact City of Cocoa or Melbourne regarding water concerns.
- Sewer credits are not guaranteed, nor granted due to the following reasons: leaks where water enters the sanitary sewer system (leaking toilets/faucets, etc.), water used for irrigation, negligent, or undetermined use of water.
- Continue to pay your bill on time to avoid service interruption. Any approved credit will appear on a subsequent bill.
- Sewer rates are capped at 12,000 gallons/no credit will be issued for average bills over 12,000 gallons

Pool Fill Credits:

- Credits for filling swimming pools are limited to one per customer in a twelve consecutive month period.
- Once the request has been received, the department will calculate an average sewer bill based on the consumption of the four months previous to the filling of the pool. If there is no consumption history prior to the filling of the pool, the department will use the four months subsequent to the filling.
- Once the average sewer bill has been calculated, the department will credit the difference between the average bill and the actual bill containing the pool fill to the next available sewer bill.
- Since the sewer rates are capped at 12,000 gallons, no credits will be issued for average bills over 12,000 gallons.
- Failure to pay the actual sewer bill in anticipation of the credit could result in termination of water service.

Water Service Leak Credits:

- Customers must provide a plumber's bill for the service line repairs, or certify that he/she has performed repairs which are available for inspection.
- Once the request has been received, the department will calculate an average sewer bill based on the consumption of the four months previous to the water line break. If there is no consumption history prior to the leak, the department will use the four months subsequent to the leak.
- Once the average sewer bill has been calculated, the department will credit the difference between the average bill and the actual bill containing the leak to the customer's next available sewer bill.
- If the leak has occurred over a period of time, the credit is be limited to two months. Failure to pay the actual sewer bill in anticipation of the credit could result in termination of water service.