

BILL ADJUSTMENT policy

City of Palmetto. 516 8th Ave W. Palmetto, Florida 34221

www.PALMETTOFL.ORG BILLING@PALMETTOFL.ORG PH 941.723.4570 FAX 941.723.4576

CUSTOMER ADJUSTMENT REQUEST POLICY

RESIDENTIAL CUSTOMERS

POLICY: Allow a one-time adjustment in 12 month period to reduce payment due on an account affected by a leak.

All customers must fully complete and submit an adjustment request application within 60 days from the 1st or 2nd consecutive affected bill date.

Customers are eligible for an adjustment once per 12 month period. The consumption period to be adjusted cannot exceed two consecutive billing cycles. The consumption amount attributed to the leak must be at least 20,000 gallons above the account average or double the account average for the past 12 months.

Once the application is received, the customer will be notified within 30-45 days of adjusted amount. Any suspicious behavior, such as altering dates or falsifying documents, will result in adjustment requests being denied. Repair bill receipt(s)/invoice(s) must be attached.

The average normal monthly use is calculated based on the customer's consumption history for the past 12 months. The excess consumption is calculated at the lowest rate. The difference is the adjusted amount and will be applied as a credit to the customer's account.

For new accounts with no previous billing history, consumption from the next three billing cycles will be considered to determine normal monthly usage.

Payments must continue to be made by the due date to avoid disconnection of service.

Please submit your application form to billing@palmettofl.org. If you have any questions, please call customer service at 941.723.4570.

[Click here for application](#)

CUSTOMER ADJUSTMENT REQUEST POLICY

COMMERCIAL CUSTOMERS

POLICY: Allow a one-time adjustment in 12 month period to reduce payment due on an account affected by a leak.

All customers must fully complete and submit an adjustment request application within 60 days from the 1st or 2nd consecutive affected bill date.

Customers are eligible for an adjustment once per 12 month period. The consumption period to be adjusted cannot exceed two consecutive billing cycles. The consumption amount attributed to the leak must be at least 50,000 gallons above the account average or double the account average for the past 12 months.

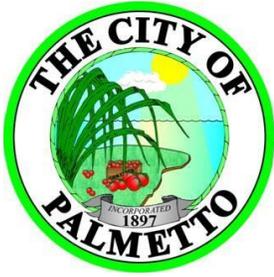
Once the application is received, the customer will be notified within 30-45 days of adjusted amount. Any suspicious behavior, such as altering dates or falsifying documents, will result in adjustment requests being denied. Repair bill receipt(s)/invoice(s) must be attached.

The average normal monthly use is calculated based on the customer's consumption history for the past 12 months. The excess consumption is calculated at the lowest rate. The difference is the adjusted amount and will be applied as a credit to the customer's account. For new accounts with no previous billing history, consumption from the next three billing cycles will be considered to determine normal monthly usage.

Payments must continue to be made by the due date to avoid disconnection of service.

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POOL FILL ADJUSTMENT POLICY

*RESIDENTIAL CUSTOMERS
only*

POLICY: Allow a one-time adjustment in 12 month period to reduce payment due on an account affected by a leak

All customers must fully complete and submit an adjustment request application within 60 days from the 1st or 2nd consecutive affected bill date.

Customers are eligible for an adjustment once per 12 month period. The consumption period to be adjusted cannot exceed two consecutive billing cycles. The average normal consumption must be below 12,000 gallons in order to qualify. Sewer caps at 12,000 gallons of the water consumption amount for residential customers.

Once the application is received, the customer will be notified within 30-45 days of adjusted amount. Any suspicious behavior, such as altering dates or falsifying documents, will result in adjustment requests being denied. Repair bill receipt(s)/invoice(s) must be attached.

The average normal monthly use is calculated based on the customer's consumption history for the past 12 months. The difference is the adjusted amount and will be applied as a credit to the customer's account. For new accounts with no previous billing history, consumption from the next three billing cycles will be considered to determine normal monthly usage.

Payments must continue to be made by the due date to avoid disconnection of service.

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