

**City of Cape Canaveral  
Sewer Credit & Late Fee Credit Policy  
Financial Services Department**

Mar 28, 2014

**Procedures for Adjustments**

**Sewer Credit**

The City Manager or his designee shall be authorized to provide adjustments to sewer bills resulting from certain water lost through leaks and pool fills which do not enter the sewer systems. The following conditions shall be satisfied for adjustments:


- A. A water consumer requesting a sewer credit must apply within sixty (60) days providing the City of Cape Canaveral with convincing proof of both:
  1. The occurrence of the leak, or pool fill, and the subsequent repair, and
  2. The estimated duration of the leak or pool fill, and the amount of water lost through the leak or pool fill.
  
- B. Where there is a leak or water loss on the customer's side of the meter, substantiated by a plumbing repair bill, then the sewer only portion of the bill will be adjusted to the customer's average usage for the last six (6) months prior to the leak, providing that the water did not enter the sanitary sewer. Only one (1) such adjustment shall be given within a twelve month period. There shall be no adjustment when water loss enters the sanitary sewer system (example: Running toilets, faucets, etc.)
  1. The water Consumption for which a sewer credit may be issued is the actual water consumption for one month or more minus the six (6) month average used for comparison.
  2. The nature of the leak actually discovered is consistent with the rate of water loss.
  3. An adjustment to the sewer bill for a leak has not been granted in the previous twelve (12) months.
  
- C. There will be an allowance for a one-time pool fill during a twelve (12) month period for documented repair and maintenance. If the estimated amount of water used during the fill is based solely upon the water consumption, as shown by the water bill, the following limitations apply:
  1. A sewer credit for water used through a pool fill will be granted only if the billed rate of consumption of water, for a given month, exceeds the average rate of consumption for the six (6) months preceding the fill.
  2. The water consumption for which sewer credit may be issued is the actual water consumption for a given month minus the six (6) month average used for comparison.
  3. The nature of the pool fill is consistent with the rate of water used.
  4. An adjustment to the sewer bill for the pool fill has not been granted in the previous twelve (12) months.
  
- D. A standard request in letter form for a sewer credit must be in writing and signed by the consumer.

- E. The account holder shall submit a written or emailed request to the City's Financial Services Department for sewer charge adjustment within sixty (60) days of the discovery of the leak or pool fill.
- F. The accountholder must establish that the water did not flow through the sanitary sewer system.

Late Fee Credit

An accountholder who fails to pay their utility bill by the due date will be entitled to a one-time only late fee credit contingent upon:

- A. The account balance must be paid in full on the subsequent bill.
- B. The accountholder must notify the Financial Services Department within sixty (60) of when the late charge was incurred to qualify for the late fee credit.

  
David L. Greene  
City Manager  
City of Cape Canaveral