



## Wastewater Usage Charges Adjustment Request Form

Complete and return to: 200 Canal Street, New Smyrna Beach FL 32168 | customerservice@nsbufl.com

Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Service Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please note:** There is a \$35 service fee for this request. NSBU reserves the right to require additional documentation prior to consideration and is the final authority in the determination of adjustment requests. Limit of one adjustment per location per incident type (pool filling and new landscape only) each calendar year. Adjustments must be requested within 6 months of incident. Only wastewater usage charges may be adjusted. No adjustment is made for new landscaping installation if customer has irrigation meter on premises. No adjustment is made for running toilets or leaking faucets. Usage pattern during the timeframe in which the incident occurred must be abnormally higher than average for an adjustment to be issued.

**Pool Filling** \_\_\_\_\_ Date Filled: \_\_\_\_\_

- Please attach a letter from the pool repair company showing pool size for fastest processing or fill in the information below

Gallons used: \_\_\_\_\_ Water Meter Readings: Start \_\_\_\_\_ End \_\_\_\_\_

Pool Shape:

**Rectangle** \_\_\_\_\_ **Round** \_\_\_\_\_ **Other** \_\_\_\_\_

Length: \_\_\_\_\_ Width: \_\_\_\_\_ Shallow End Depth: \_\_\_\_\_ Deep End Depth: \_\_\_\_\_

**Oval** \_\_\_\_\_ Deep End \_\_\_\_\_ft Shallow End \_\_\_\_\_ft

Large Diameter (A) \_\_\_\_\_ft Small Diameter (B) \_\_\_\_\_ft Length (C) \_\_\_\_\_ft

**New Landscape** \_\_\_\_\_ Date Installed: \_\_\_\_\_

- Attach receipt from landscaping company or garden center here.

**Leak** \_\_\_\_\_ Location of leak in the home: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Date of Repair: \_\_\_\_\_

**Attach copies of all of the following:**

- Plumber Invoice or Receipt for Materials
- Pictures of Damage/Leak

Brief Description of Incident: \_\_\_\_\_

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