

## UNEXPLAINED HIGH-WATER USE ADJUSTMENT POLICY

The District owns and operates numerous Utilities which serve the residents of The Villages:

- **Village Center Service Area** (Lake County and District 1 in Sumter County) is owned by Village Center Community Development District.
- **Little Sumter Service Area** (Districts 2, 3 in Sumter County and District 4 in Marion County) is owned by Village Center Community Development District. (EXCLUDES Dist. 4 Ph. IV Phillips Villas (M232) / Soulliere Villas (M233) / Chatham Acres (M839)).
- **South Sumter Utility** (Districts 12, 13 and a portion of District 14) is owned by the Wildwood Utility Dependent District.

The Village Center Community Development Districts (VCCDD) Utilities Department is responsible for the operations and management of the water and wastewater treatment systems. The VCCDD Finance Department is responsible for the billing and collection of payment for those services.

Each Utility operates under either a consumptive use permit issued by the St. Johns River Water Management District (SJRWMD) or the Southwest Florida Water Management District (SWFWMD). These types of permits allow water to be withdrawn from surface and groundwater supplies for reasonable and beneficial uses such as public supply (drinking water), agricultural and landscape irrigation, and industry and power generation. Each utility is monitored by the water management districts for its consumption.

The Villages residents served by District-owned utilities, may qualify for an unexplained abnormally high-water usage one-time adjustment under the Unexplained High-Water Use Adjustment Policy. Residents are eligible for an adjustment once-per-lifetime, per account. The unexplained abnormally high-water usage must be at least three (3) or more times greater than the preceding 12-month average consumption for that property, as calculated by District Utility Customer Service. The maximum credit shall be no more than two months of consecutive unexplained abnormally high-water use. To be considered for a billing adjustment due to unexplained abnormally high-water usage, this application form (along with any supporting documentation) must be completed and submitted to the District Utility Customer Service Office.

All the water meters that the District installs are warranted for accuracy by the American Water Works Association (AWWA) and the American National Standards Institute (ANSI). While the District will be able to assist a customer in determining how much water is being used, **it is ultimately the customer's responsibility to find the source of perceived high-water usage after the meter. The District is not responsible for demonstrating to a customer where or how they are using water on their premises.** The District offers once-per-year testing of water meters at no charge.

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Submitting the request is not a guarantee that an adjustment will be applied to your account. The resident will be contacted if additional information is required and notified of the disposition of the request. Billing adjustments for unexplained abnormally high-water usage, if approved, will occur only after the high usage has stopped and has been verified with an actual meter reading during the normal monthly meter reading cycle. The determined unexplained high-water use will be credited at the Tier 1 rate and corresponding Sewage Base Rate (for Potable Water or Single Potable/Irrigation Meters), based on the approved Utility rate schedule. To be considered for an adjustment for unexplained abnormally high-water usage, the customer's account must be paid up-to-date, and in good standing.

Customers **must** submit a signed copy of this application/affidavit indicating that the number of gallons billed was not used by the customer, after the customer conducted reasonable investigation regarding the consumption for the billing period in question.

- Residents may also attach any other supporting documentation (utility invoice, plumber's statement asserting no leaks were located within the residence and irrigation systems, etc).
- The adjustment can only be applied to the customer account that is active at the time of the high-water usage incident.
- Each account is eligible for a one-time lifetime credit for no more than 2 months of consecutive qualified unexplained high use. Unexplained abnormally high-water usage is defined as three (3) or more times greater than the preceding 12-months average monthly use, as calculated by District Utility Customer Service.
- Excess water use shall mean the amount of water used over the average usage of the preceding 12-month average usage, based on the meter readings as calculated by District Utility Customer Service. If a customer does not have 12 months usage, The District will take the average usage over the entire available period of usage of not less than three months for that customer.
- The unexplained high-water usage must have occurred within the past three months, or three billing cycles.
- All customers applying for an adjustment in accordance with these guidelines must have their account in good standing to qualify, and they must pay their monthly amount due while this request is being reviewed. Failure to pay your utility bill may result in a disconnection of services and additional fees.
- Residents should allow 30 to 45 days from the time of submittal for the application to be processed. All efforts will be made to expedite processing of Unexplained High-Water Use Adjustment claims.

**UNEXPLAINED HIGH-WATER USE ADJUSTMENT POLICY**

**No Unexplained High-Water Use Adjustment shall be considered in cases where:**

- The usage was related to meters which were tampered with or has been disconnected.
- The resident has had previous water services with The District and has a history of erratic monthly consumption.
- The customer's account is not in good standing.
- The resident has been previously granted an Unexplained Abnormally High-Water Usage adjustment at the current address and/or account; or
- When a leak credit adjustment has been applied for and approved within the prior 24 months for the same usage period.



**UNEXPLAINED HIGH-WATER USE ADJUSTMENT  
AFFIDAVIT & INFORMATION FORM**

Customer Name:	Account No:
Service Address:	
Phone No:	Email:
Dates of unexplained high-water usage you are seeking to be reviewed for adjustment:	
Brief description of reason for request:	

**Please review the following statements and initial below.**

There were no changes in my normal water consumption at the Property during the service period(s) for the High Bill. Specifically, I did not:

**Initial  
Below:**

- Install new landscaping at the property;
- Have any guests visiting for more than seven days;
- Have any construction done on the Property;
- Have any repairs made at the Property; (i.e., leaky toilets, faucets, showers; water heater problems; etc.);
- Conduct any major cleaning projects at the Property
- Experience any problems with or make any repairs to the pool;
- Run excess irrigation on my lawn;
- Identify any leaks in my home or in my irrigation system;
- Tamper with the meter.



I am the primary account holder of the property located at: \_\_\_\_\_  
 Account Number: \_\_\_\_\_ I am hereby requesting a one-time lifetime adjustment to my account as stated above. By submitting this application, I am aware that only a one-time lifetime adjustment will be granted on my account. I further understand that this application must be accompanied by supporting documents to be considered for an adjustment. I also understand my responsibility for any balance on the account while the account is being reviewed and subject to any collection activities, including interruption of service. I further understand and affirm that I have conducted a reasonable investigation regarding the consumption for the billing period in question to include leak detection in both potable and irrigation water systems.

I certify that the above information is true to the best of my knowledge.

Account Holder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this form and additional documentation to: Utility Billing Customer Service at 984 Old Mill Run, The Villages, FL or email it to us at [Utilities@Districtgov.org](mailto:Utilities@Districtgov.org). Feel free to contact us by phone at 352-750-0000 if you need further assistance.

<b>FOR OFFICE USE ONLY:</b>		
Utility Customer Service Manager: _____	Date: _____	
Finance Director: _____	Date: _____	
Customer Service Director: _____	Date: _____	
Unexplained High-Water Usage Application is:	APPROVED	DENIED
Reason for Denial: _____		

<b>Follow-Up:</b>			
Notice to Customer #1	Date: _____	Type: _____	By: _____
Notice to Customer #2	Date: _____	Type: _____	By: _____
Notice to Customer #3	Date: _____	Type: _____	By: _____