



# LEAK ADJUSTMENT REQUEST FORM

For Office Use Only:



## General Guidelines

Effective October 1, 2025, the Orange County Board of County Commissioners approved Resolution No. 2025-M-19 titled, "Billing Adjustments For Excessive Water Consumption," which states in part that all customers with 5/8 x 3/4 inch meters and all residential customers regardless of meter size who experience unusually high water or reclaimed water usage with a corresponding spike in their monthly bill may be considered for a billing adjustment after completing this form within 60 days of the date of the unusually high consumption and investigation and verification by Orange County Utilities staff. Please complete this form in its entirety and return to Orange County Utilities for processing.

## Leak Adjustment Guidelines

- Adjustment is available no more than once annually.
  - Adjustment is available for the water or reclaimed water portion of the bill and may be available for the wastewater portion of the bill if applicable.
  - The customer's prior 12-month average usage will be used to calculate the water, reclaimed water, and wastewater charges for the high bill month in question.
  - The customer's prior 12-month average usage will be compared to the customer's usage during the leak period to determine excessive water or reclaimed water usage to be adjusted.
  - The customer's water or reclaimed water usage in excess of their prior 12-month average will be billed at the rate in the highest tier reached by the customer's prior 12-month average usage.
  - **Customer must submit a copy of the repair invoice/payment receipt from company performing the work. The repair invoice/payment receipt should include the address, date, and nature of the work. If self-repaired, the customer must provide a brief written explanation of the repairs performed and provide copies of invoice/receipt for repair parts. Please submit the requested items to avoid processing delays.**
- 1) All customers requesting a billing adjustment in accordance with these guidelines are required to pay their bill in full or make payment arrangements while this form is being processed.
  - 2) For customers with less than 12 months of water or reclaimed water usage, Utilities staff will estimate 12 months of usage.

## Customer Information

Name: \_\_\_\_\_ Account #: \_\_\_\_\_ Telephone #: \_\_\_\_\_  
Service Address: \_\_\_\_\_ Mailing Address: \_\_\_\_\_

## Leak Information

Date Leak Detected: \_\_\_\_\_ Date Leak Repaired: \_\_\_\_\_ Please Provide Brief Explanation of Repairs Below:

## Please Sign and Date Below

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Email: \_\_\_\_\_

Please send completed form to Orange County Utilities, 9150 Curry Ford Rd., Orlando, FL 32825-7600; fax to 407-254-9697; or email to [Adjustment.Request@ocfl.net](mailto:Adjustment.Request@ocfl.net). Telephone: 407-836-5515 Website: [www.ocfl.net/utilities](http://www.ocfl.net/utilities)

Para más información, por favor llame al Departamento de Servicios Públicos del Condado de Orange y pida hablar con un representante en español. El número de teléfono es 407-836-5515.