



High Bill Checklist

- Have you checked your leak indicator? (Please see page 2 for meter diagram.) Y N
- Have you verified your meter reading? Y N
- Please refer to page 2 on how to read and verify your meter reading
- If the meter reading on your bill is incorrect, record your reading and contact us @ **941-861-6790**. We will then be able to enter your reading and send out a corrected bill.
- Have you dye tested your toilet? Y N
(Use enclosed dye tablets to test if your flapper is leaking)

Toilet Leaks

Did you know that 70% of water used in a family is used in the bathroom? This is partly due to the fact that we use a faster flow rate in the bathroom than in any other parts of the home. The most common leak in the household is the toilet. This is because they represent the greatest water usage in the home. A leaking flapper can use up to 200 gallons of water per day or 6,000 gallons a month. When left unattended and the flapper gets more deteriorated the water loss can be more of 40,000 gallons a month. To prevent this, change flappers annually.

Faucet Leaks

Another common source for leaks is the faucet. A leaking faucet can waste up to 20 gallons of water per day. Leaking faucets are usually caused by worn washers or "O" rings. If you have 60 psi (pounds per square inch) of pressure in your pipes your water loss is as follows:

1/32" leak can waste.....73,992 gallons per year
1/16" leak can waste.....295,992 gallons per year
1/8" leak can waste.....1,183,992 gallons per year
1/4" leak can waste.....4,725,996 gallons per year

Other Interesting Facts

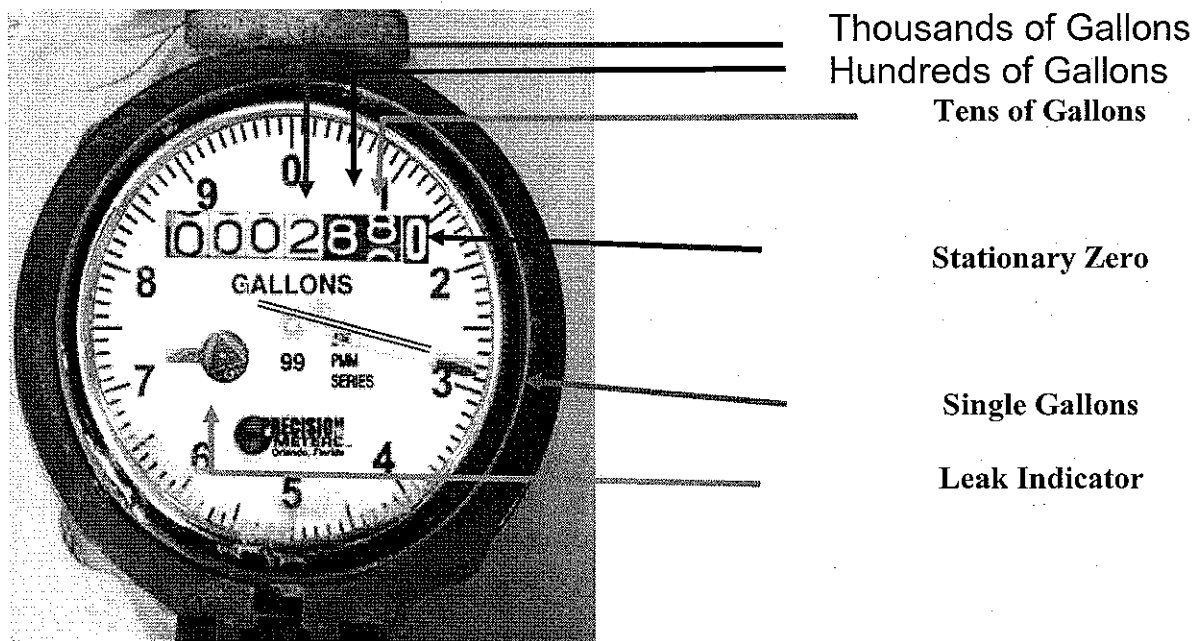
Toilet flush.....5 to 7 gallons (non low-flush toilets)
Shower.....7 to 10 gallons per minute
Bath Tub.....36 to 60 gallons
Dishwasher Load.....10 to 25 gallons
Clothes Washer Load...20 to 45 gallons
Irrigation Systems.....12 to 17 gallons per minute per zone
Running Garden Hose...up to 600 gallons in an hour
50% of water consumed by households is used outdoors
Evaporation loss can be 60% higher during the day

Reading your water meter

Below you will find information on how to read your water meter and to research your usage. If your bill is higher than normal **please check your leak indicator, read and record your meter reading first**. If your reading is correct check your leak indicator carefully. Your indicator should NOT be moving if you are NOT using water. If you would like additional information on how to investigate in further detail, please contact us by phone at 941-861-6790, or Email us at utilitybill@scgov.net.

1. Locate Meter
2. Open or remove meter box lid.
3. Confirm meter number. This is usually on the brass or plastic meter cap.
4. Record all digits on meter from left to right. Include the stationary 0 at the end.
5. Make a note of any movement. Movement on the meter when no water is being used may indicate a leak.
6. Please note that meter types do vary so your meter may appear a little different than example below.

*****The leak indicator is a small triangle or star shaped indicator that spins when water advances through the meter. Continued spinning or erratic movement on the indicator means there is water being used, and a possible leak. However, please note that it may also move slightly due to system pressure changes. Should it appear you have a leak, make note of the meter reading, needle hand, and dial locations then do not use any water for several hours. Re-read the meter to determine if you do have a leak.*



Meters are read only in the hundreds of gallons although most meters register to the individual gallon. The meter dial is read like an odometer of a car (see picture) consisting of a row of numbers from left to right. Since these meters are located in the ground they are often covered with dirt, leaves or other debris. Should you have any problems locating your meter, obtaining a reading, or have any questions, please contact us for assistance.

Request for Billing Adjustment (Select either the Adjustment or Waiver-not both)

As a customer of Sarasota County Environmental Services (SCES), you have the right to request a Billing Adjustment in accordance with the SCES Billing Adjustment Policy.

After we have received your request for a billing adjustment and reviewed the paperwork, you will receive an Adjustment Letter with the amount of your adjustment and what your new balance is. If you have bank drafting set up on your account, your amount will be corrected or removed, whichever is applicable.

OPTION 1: Leak Adjustment: Allow 10 business days to process the adjustment.

This is a recalculation of the water consumption at a lower rate and is used when a leak occurs that creates excessive consumption of your water. This does not lower your water bill to your average; it does however, ease the burden of being charged in our tiered billing system. If you have sewer, this will be adjusted to your prior six month's average. In addition to providing a description below, please provide a copy of the repair bill or receipt for our records as proof of repair.

Date Repaired: _____

Detailed Description: _____

Account # _____

Name: _____ Phone#: _____

Service Address: _____

Signature: _____ Date: _____

Keep your original bill and mail appropriate documentation to:

SARASOTA COUNTY ENVIRONMENTAL SERVICES

Attn: Adjustments

PO BOX 2553

SARASOTA, FLORIDA 34230-2553

Utilities Billing & Customer Service Office, P.O. Box 2553, Sarasota, FL 34230-2553

Phone: 941-861-6790 Fax: 941-861-0603

Email: Utilitybill@scgov.net County web Site: <http://www.scgov.net>

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Request for 1 Time Waiver

(Select either the Adjustment or Waiver-not both)

As a customer of Sarasota County Environmental Services (SCES), you have the right to request a One Time Waiver in accordance with the SCES Billing Adjustment Policy.

After we have received your request for a 1 Time Waiver and reviewed the paperwork, you will receive an Adjustment Letter with the amount of your waiver and what your new balance is. If you have bank drafting set up on your account, your amount will be corrected or removed, whichever is applicable

OPTION 2: One Time Waiver: Allow 10 business days to process the waiver.

This is a ONE TIME waiver for an excessive leak or unknown usage. This will actually lower your water/sewer bill to your prior 6 month average as a one time courtesy. Read your meter every day for 7 consecutive days after the problem has been fixed and record the readings on the following page (page 5). Indicate if your leak indicator is moving or not. In addition to providing a description below, please provide a copy of the repair bill or receipt for our records as proof of repair. **One Time Waiver's cannot be used for either watering new sod or for pool fills.**

I understand that by choosing Option 2 that this is a once in a lifetime adjustment and any future leaks will be limited to recalculation as explained in Option 1 (Leak Adjustment).

Date Repaired: _____

Detailed Description: _____

Account # _____

Name: _____ Phone#: _____

Service Address: _____

Signature: _____ Date: _____

Keep your original bill and mail appropriate documentation to:

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Meter Readings

Read **ALL** 7 numbers on your meter including starting zeros, and stationary 0 on the end. Take these readings **AFTER** your problem is fixed and your leak indicator is NOT spinning.

Date Read	Meter Reading (all 7 digits including zeros)	Leak Indicator Spinning? Yes or No?
#1		
#2		
#3		
#4		
#5		
#6		
#7		

Account # _____

Name: _____ Phone#: _____

Service Address: _____

Signature: _____ Date: _____

Keep your original bill and mail appropriate documentation to:
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