



Credit Adjustment Request Form

Telephone: (239) 252-2380
Fax: (239) 252-6699
Email: utilitybill@colliercountyfl.gov

Date of Request: _____ Account Number: _____

Service Location: _____

Contact Phone Number(s), Primary _____ Secondary: _____

Email Address: _____

Please process my request for a credit adjustment for the

following: **Please Check One:**

Lock Fee - One-time courtesy credit request must be made by the deeded property owner or authorized agent within 30 days of the date that the fee is posted to the account. **(Maximum credit: \$55.00)**

Penalty Fee - One-time courtesy credit request must be made by the deeded property owner or authorized agent within 30 days of the date that the fee is posted to the account.

Water/Sewer Loss - Request must be made within 30 days of the date that the high read is posted to the account and invoice must be submitted at the time the request is made to qualify for an adjustment.

Paid Invoice listing service location _____ Description of Repair: _____

Repair made with parts on hand. _____ Date of Repair: _____

Name of Owner (Printed): _____

Owner Signature: _____
(Requests for lock or penalty credits will not be processed unless signed by the property owner of record)

***Property owners and tenants are reminded to promptly advise Collier County Water Sewer District (CCWSD) of any repairs made to correct high water usage. It is the customer's responsibility to promptly discover and stop the loss of water on the customer's side of the meter. In addition, the customer is responsible for making arrangements to repair or have repaired the fixture or device causing the water loss. There is no obligation for the CCWSD to adjust accounts when the water has been metered properly. Property owners are reminded to promptly advise Utility Billing and Customer Service of any change to telephone contact numbers and/or billing address in order to prevent disconnection of service and implementation of penalty fees associated with non-payment. Courtesy credit of lock and penalty fees can be requested once during the lifetime of the account ONLY by the deeded property owner of record or their authorized agent. The authorized agent for the owner must present written authorization from the deeded owner of record to make decisions regarding the service location.

FORM SUBMITAL OPTIONS Please submit **SIGNED** request form via:

EMAIL: Utilitybill@colliercountyfl.gov

FAX: 239-252-6699

POSTAL: Utility Billing & Customer Service
C/O Customer Service
4420 Mercantile Ave
Naples, FL 34104