

	<h2>Credit Adjustment Request Form</h2>	<p>Telephone: (239) 252-2380          Fax: (239) 252-6699          Email: <a href="mailto:utilitybill@colliercountyfl.gov">utilitybill@colliercountyfl.gov</a></p>
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\*All fields must be completed.

Date of Request\*:                      Account number\*:                      Service Address\*:  
  
 Primary Phone Number\*:                      Email Address\*:

**Please process my request for a possible credit adjustment for:**

**Please Select ALL That Apply\*:**

- One-time courtesy credit request must be made by the deeded property owner or authorized agent and received within 30 days of the date that the fee was applied.  
 (Lock fee maximum credit: \$55.00)

**Lock Fee**

**Penalty Fee**

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

**Repaired by (please select one)\*:**

VENDOR:(i.e plumber, pool company, etc.) Detailed repair invoice must be included with repair date, service address, and description of repair.

CUSTOMER: Repair made with parts on hand or receipt for parts purchased must be included.

**Cause:**

**Date of Repair\*:**

\*(Requests for credit adjustments will not be processed unless signed by the property owner of record)

Owner's name (printed) \* :                      Owner's Signature\*:

\*\*If approved, adjustment will take 1-2 billing cycles to be applied to the account.

\*\*\*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 SUBMITTAL OPTIONS**                      Please submit **SIGNED** request form via:

**EMAIL:** [Utilitybill@colliercountyfl.gov](mailto:Utilitybill@colliercountyfl.gov)                      **FAX:** 239-252-6699                      **POSTAL:** Utility Billing & Customer Service  
 C/O Customer Service  
 4420 Mercantile Ave  
 Naples, FL 34104