



Customer Service Department
65 Stone Street | Cocoa, FL 32922
Phone: (321) 433-8400 | Fax: (321) 433-8408
Email: customerservice@cocoafl.org
Website: www.cocoafl.org

HIGH CONSUMPTION WATER CREDIT APPLICATION

There are a variety of circumstances which may cause a customer to have an isolated water bill in excess of their normal range of monthly consumption. Once the high bill has been received by the customer and upon receipt of this High Consumption Water Credit Application, the City may make an adjustment in accordance with City Policy.

To qualify, all of the following conditions must be met:

- You must have received the bill with the high consumption
- Your high consumption usage must be at least 50% more than your six month consumption average.
- Your calculated credit must be at least \$50.
- The repair must be completed and copies of receipts submitted with this application.

NOTE: The City of Cocoa offers water credit to all customers and sewer credits to Cocoa residents. To inquire about a sewer credit for other areas, please consult the appropriate sewer utility:

Brevard County ◦ (321) 633-2092 | **City of Rockledge** ◦ (321) 690-3978
City of Cape Canaveral ◦ (321) 868-1220 | **City of Cocoa Beach** ◦ (321) 868-3253

Account Number _____	Phone _____
	Home _____ Other _____
Name _____	
Last _____	First _____
Service Address _____	
Number _____	Street _____ City _____
Bill Date of High Consumption _____	Date of Repair _____
Reason for High Consumption (check one)	
_____ Toilet	_____ Appliance
_____ Outdoor Hose	_____ Irrigation System
_____ Pipes	_____ Unexplained Water Loss
_____ Faucet/Spigot	_____ Other: _____

Customer Signature _____

Date _____

For Office Use Only

CSR: _____	Received By: _____	Mail _____	Fax _____
Avg Cons _____	High Bill Amt _____	E-mail _____	Walk-in _____
High Cons _____	Adj Bill Amt _____	Credit Amount _____	
		Meter Type: _____	Manual _____ Radio _____

