

1120.2 SUBJECT: PROCESSING REQUESTS FOR EXEMPTION OR REDUCTION OF SEWER AND SOLID WASTE COLLECTION CHARGES BASED UPON HARDSHIP

:1 OBJECTIVE:

An operating procedure for the receipt, investigation, review and disposition of requests for exemption or other relief from sewer and solid waste collection monthly charges submitted by users claiming financial hardship.

:2 AUTHORITY:

This procedure amended by City Council March 22, 2004, Item A6.

:3 DIRECTION:

The Public Works Director and the Wastewater Division Manager, as appointed officials, serve at the pleasure of the Mayor. The Public Works Director and the Wastewater Division Manager receive direction from the Mayor or the Mayor's Designee.

:4 METHOD OF OPERATION:

- A. Requests for exceptions or other relief from the subject charges will be submitted in writing. The request will contain the requester's name, address and phone number, Orlando Utilities Commission account number and justification for the request.
- B. Requests received by any City office will be forwarded to the Wastewater Division Manager for appropriate action.
- C. The Wastewater Division Manager will review each request against current poverty level guidelines to determine if the requester is qualified for the exemption.
- D. The Wastewater Division Manager will consolidate into one schedule the replies as they are received. The schedule shall list the name, address, Orlando Utilities Commission account number, and monthly amount. The amount of the reduced monthly fee recommended will not exceed 50% of the total cost of the services to be rendered (sanitary sewers and solid waste collection). The customer will be notified of the City's action with regard to the request for the exemption. The schedule will be subject to review at least once a year.

E. The Wastewater Division Manager, through the Wastewater Billing Section, will apply appropriate credit to the customer's OUC customer account directly through the OUC billing system.

:5 FORMS:
None.

:6 COMMITTEE RESPONSIBILITIES:
None.

:7 REFERENCE:
Procedure 508.2 adopted by City council August 11, 1969, Item 37; procedure 401.2 approved by City Council August 3, 1979, Item 32; amended June 20, 1977, Item 4; amended July 19, 1982, Item 25F. Procedure 461.2 approved by City Council March 27, 1989, Item 14A-4; amended September 15, 2003; amended March 22, 2004.

:8 EFFECTIVE DATE:
This procedure effective March 22, 2004.