



CITY CLERK

CITY OF FORT LAUDERDALE 2012 AUG 27 PM 2: 55  
APPLICATION FOR CITIZEN PRESENTATION  
FIRST MEETING OF THE MONTH  
CITY COMMISSION REGULAR MEETING (6:00 P.M.)  
(Please Print or Type)

City Commission Meeting Date Requested: SEPTEMBER 5, 2012 (Fill in Date)

Name of Individual Making Presentation: Julia A. Sasson

Street Address: 641 FLAMINGO DRIVE

City, State, Zip Code: FORT LAUDERDALE, FL 33301

Daytime Telephone Number: 954.547.3486 Evening Telephone Number: 954.547.3486

Facsimile Number: \_\_\_\_\_ E-Mail Address: juliesasson@hotmail.com

Briefly describe topic to be discussed: Credit for excess water usage from a broken irrigation line due to palm tree root intrusion. Documentation attached.

**IMPORTANT INFORMATION:**

- Speakers will be afforded the opportunity to address the Commission at the **first Regular Commission Meeting of each month.**
- Speakers will be allowed a maximum of three (3) minutes to address the City Commission. (If more than one speaker will be making your presentation, a **total** of 3 minutes will be allotted for such presentation.)
- The promoting, advertising or marketing of any product or service is prohibited.
- A maximum of five (5) applications will be accepted for any City Commission meeting. All other applications received will have the option of being scheduled for a future meeting. *APPLICATIONS WILL BE REVIEWED/ACCEPTED ON A FIRST COME, FIRST SERVED BASIS. IF A SPEAKER HAS ALREADY SPOKEN THE PREVIOUS MONTH AND MORE THAN FIVE (5) APPLICATIONS ARE RECEIVED, THEN SUCH SPEAKER WILL BE SCHEDULED FOR THE FOLLOWING MONTH IN ORDER TO GIVE NEW SPEAKERS THE OPPORTUNITY TO BE HEARD.*
- If you wish to provide additional information, please attach it to your application. (Please provide the City Clerk's Office with 18 copies of color maps, color exhibits, or any documents containing more than 20 pages.)
- **Complete applications (including attachments) must be received by the City Clerk's Office, City Hall, 100 North Andrews Avenue, 7<sup>th</sup> floor, no later than 12:00 noon the Wednesday prior to the week the City Commission meeting is held.**

For questions or additional information, please contact the City Clerk's Office at (954) 828-5002 or e-mail [JJoseph@fortlauderdale.gov](mailto:JJoseph@fortlauderdale.gov)

641 Flamingo Drive  
Fort Lauderdale, FL 33301  
August 27, 2012

Mr. Lee R. Feldman, City Manager  
City of Fort Lauderdale  
100 North Andrews Avenue  
Fort Lauderdale, FL 33301

Re: Irrigation Leak Credit Adjustment.

Dear Mr. Feldman:

I hereby request an adjustment to my water bill for an irrigation leak while I was away on vacation from May 1 thru May 19, 2012. Based on the water usage for the month of May and June 2012, I've calculated the day of the break as on or about May 9, 2012.

The leak occurred in the sprinkler system next to the sea wall and would have been unnoticed until receipt of the next water bill. The leak was repaired the day after receipt of the "City Excess Water Usage Notice". During this time the average daily rate of water loss was significant. Perhaps the meter reader could have noticed the rapidly spinning water meter indicator and notified a neighbor or me or even turned the meter valve OFF if no one was at home.

When the billing department noticed the excessive water consumption they sent a letter via the U.S. Postal Service. The meter was read on May 31, 2012. The "Excessive Water Usage Letter" was postmarked on June 6 and was received on June 9. This resulted in a seven-day lapse before any ACTION was taken and another three days before I was notified of the problem. Had the city water department been MORE proactive they could have called me and left a telephone message or sent me an email.

The water from the leak DID NOT enter the sewer system but went directly into the canal as a result of an Act of Mother Nature; Palm Tree Roots breaking the PVC sprinkler system piping. See attached photographs and invoice from HDB Sprinklers.

In the past the City Water Department has worked with customers with similar problems: See the attached "Help Me Howard" letter February 22, 2010 regarding a toilet leak that caused water to enter the sewer system resulting in a full credit for the water usage. Quoting a "Help Me Howard Letter" "The city of Fort Lauderdale was extremely fair, they won't charge the Komen's for all the water that was used,

just bill them for the average amount before the toilet broke.” I would appreciate the same consideration.

As evident from my water bill payments, I have been working with the Water Department since June 11, 2012 to rectify this situation. Ms. Arnette Torrence, Revenue Collection Supervisor, had allowed me to pay the average monthly billing of \$137.95 until resolution of this claim and said she would waive penalties on the inflated amount due. The current water bill, however, states “Scheduled termination date for past due: 09/18/2012. Call (954) 828-5150 to protest termination.” but I have received no written decision yet on your part. On August 23, 2012 I called to protest the termination and your representative Athena took my name, account number and phone number and told me she would have someone contact me. No one has called me.

“City Ordinance 28-144 Sprinkling meter charges” states that upon receipt of the following: a sworn affidavit regarding the existence and repair of a leak and a licensed plumber’s invoice with description thereof should qualify me for a modification to a rate equal to my previous twelve month consumption rate.

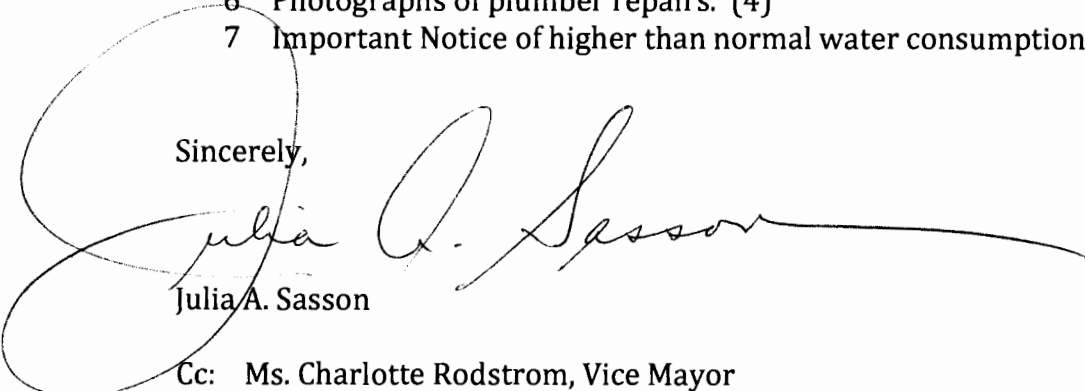
In view of the above, I would request that my account be credited for the excess charges caused by the leak and hopefully avoid appearing before the City Commission to resolve this problem.

Your assistance and understanding is greatly appreciated. If you have any questions please contact me at 954.547.3486 or email [juliesasson@hotmail.com](mailto:juliesasson@hotmail.com).

Attached are the following:

1. Customer Sworn Affidavit of Excessive Water Usage.
2. Invoice from HDB Sprinklers.
3. May, June and July 2012 billing statements.
4. Copy of City Ordinance 28-144, Sprinkler Meter Charges
5. “Help Me Howard Letter”.
6. Photographs of plumber repairs. (4)
7. Important Notice of higher than normal water consumption mailed June 6.

Sincerely,

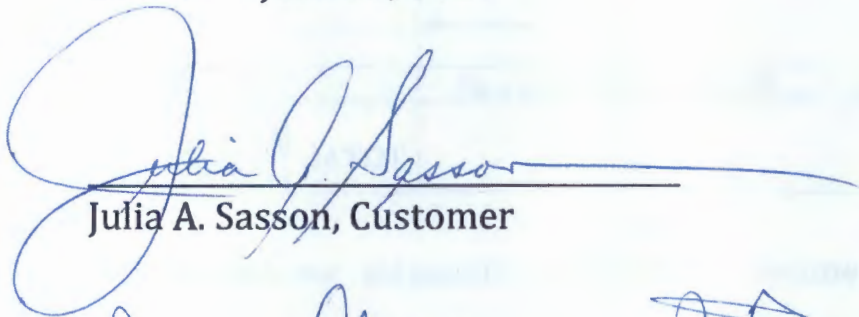


Julia A. Sasson

Cc: Ms. Charlotte Rodstrom, Vice Mayor  
Riviera Isles Home Owners Association

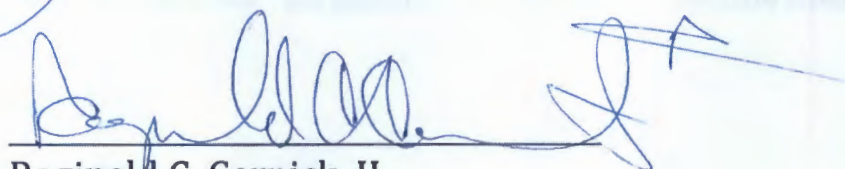
SWORN AFFIDAVIT OF EXCESSIVE WATER USAGE

I, Julia A. Sasson, hereby affirm the excessive water usage for Billing periods from May 2, May 31, 2012 and June 1 thru June 29, 2012 was caused by a sprinkler leak along the sea wall. The leak caused the water to drain into the canal and was not noticed until the water bill was received. The leak was repaired by a licensed contractor HDB Sprinklers. CC# 09-CLS-16013 on June 10, 2012.

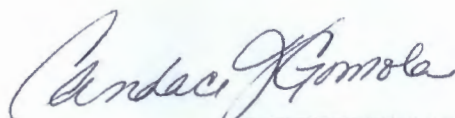


Julia A. Sasson, Customer

August 24, 2012  
Date



Reginald C. Carnick, II  
Witness



CLERK OF THE PUBLIC STATE OF FLORIDA  
Candace J. Gomola  
Commission #DD803579  
Expires: AUG. 25, 2012  
ISSUED THRU ATLANTIC BONDING CO., INC.

# Invoice

HDB SPRINKLERS 3860 S.W. 60<sup>TH</sup> TERRACE

DAVIE, FLORIDA 33314 954-592-1481

## Bill To:

Name:	Julia Sasson
Address:	641 Flamingo Drive
City/State/Zip Code:	Fort Lauderdale, Florida 33301
Tel/Fax:	

Date: June 18, 2012  
CC# 09-CLS-16013

Invoice # 502

Description	Hours	Total
HIGH WATER BILL		
Look at Sprinkler meter. Meter was turning. Checked sprinkler system for a leak. Found leak under ground along property line toward back deck		
Line was dug out and large roots removed. Line was repaired and replaced with new lines.		
Water was leaking in the canal along sea wall.		
	TOTAL	\$495.00

THANK YOU FOR YOUR BUSINESS WITH HDB SPRINKERS. OFFICE HOURS 8:00 A.M. - 5:00 P.M. MONDAY - SATURDAY.

HUGH D. BROWN

MANAGER OF SALES


LICENSED AND INSURED  
30YRS EXPERIENCED



221 221 0 M411 186 225 M

**Service Bill Summary** *meter read - 5/31*

Municipal Service Account 2003313


 <p><b>City Of Fort Lauderdale</b> Municipal Service Bill 100 North Andrews Ave Fort Lauderdale Florida 33301-1016</p>	<b>Municipal Services Information</b>				
	<p><b>Water Billing:</b> 954-828-5150  <b>24-Hour Customer Service:</b> 954-828-8000  <b>E-Mail:</b> customerservice@fortlauderdale.gov  <b>Lobby Hours:</b> Monday-Friday, 8 a.m. to 4:30 p.m.  <b>Pay Online At:</b> www.fortlauderdale.gov/utilitybilling</p>				
<b>ACCOUNT NUMBER</b>	<b>BILL TYPE</b>	<b>DUE DATE</b>	<b>AMOUNT DUE</b>		
2003313	REGLR	06/26/2012	\$1,855.05		
<b>CUSTOMER NAME:</b>	SASSON JULIA A				
<b>ADDRESS:</b>	641 FLAMINGO DR FORT LAUDERDALE, FL 33301-2605412				
<b>BILLING PERIOD:</b>	05/02/2012 - 05/31/2012				
<b>LIVING UNITS:</b>	1				
<b>SERVICE DAYS</b>	30				
<b>PREVIOUS BILL AMOUNT:</b>	\$177.53				
<b>PAYMENTS:</b>	(\$177.53)				
<b>ADJUSTMENTS:</b>	\$0.00				
<b>PAST DUE AMOUNT:</b>	\$0.00				
<b>PENALTIES:</b>	\$0.00				
<b>UTILITY CHARGES:</b>	\$1,855.05				
<b>TOTAL AMOUNT DUE:</b>	<b>\$1,855.05</b>				
In order to view your current account history, please view the <a href="#">BILLING HISTORY</a> link located on the right side of the webpage					
<b>Description</b>	<b>Meter / Dial</b>	<b>Previous</b>	<b>Current</b>	<b>Usage</b>	<b>Amount</b>
Irrigation Inside City	201004025-M	186	411	225	\$1,605.40
					\$21.72
Water Base (1 inch Water meter )					\$11.44
Irrigation Utility Tax					\$162.71
Water Utility Tax					\$1.14
Sewer Base City					\$17.66
Palm Frond Fee					\$2.50
Sanitation Single Family 1 Cart					\$28.95

Stormwater Single Family					\$3.53
					<b>\$1,855.05</b>

221 221 0 M515 411 104 M

## Service Bill Summary

### Municipal Service Account 2003313

 <b>City Of Fort Lauderdale</b> Municipal Service Bill 100 North Andrews Ave Fort Lauderdale, Florida 33301-1016		<b>Municipal Services Information</b> Water Billing: 954-828-5150 24-Hour Customer Service: 954-828-8000 E-Mail: customerservice@fortlauderdale.gov Lobby Hours: Monday-Friday, 8 a.m. to 4:30 p.m. Pay Online At: www.fortlauderdale.gov/utilitybilling	
ACCOUNT NUMBER	BILL TYPE	DUE DATE	AMOUNT DUE
2003313	REGIR	07/27/2012	\$2,423.37
<b>CUSTOMER NAME:</b>	SASSON III IA A		
<b>ADDRESS:</b>	641 FLAMINGO DR FORT LAUDERDALE, FL 33301-2605412		
<b>BILLING PERIOD:</b>	06/01/2012 - 06/29/2012		
<b>LIVING UNITS:</b>	1		
<b>SERVICE DAYS</b>	29		
<b>PREVIOUS BILL AMOUNT:</b>	\$1,855.05		
<b>PAYMENTS:</b>	(\$137.95)		
<b>ADJUSTMENTS:</b>	\$0.00		
<b>PAST DUE AMOUNT:</b>	<del>\$1,313.10</del>		
<b>PENALTIES:</b>	\$17.17		
<b>UTILITY CHARGES:</b>	\$689.10		
<b>TOTAL AMOUNT DUE:</b>	<b>\$2,423.37</b>		

In order to view your current  
the [BILLING HISTORY](#) link  
located on the right side of the  
webpage


Description	Meter / Dial	Previous	Current	Usage	Amount
Irrigation inside City	ZU10U4025-M	411	515	104	\$545.44
					\$21.72
Water Base (1 inch Water meter )					\$11.44
Irrigation Utility Tax					\$50.72
Water Utility Tax					\$1.14
Sewer Base City					\$17.66
Palm Frond Fee					\$2.50
Sanitation Single Family 1 Cart					\$28.95



Stormwater Single Family						\$3.53
						\$669.10

## Service Bill Summary

Municipal Service Account 2003313

 <b>City Of Fort Lauderdale</b> Municipal Service Bill 100 North Andrews Ave Fort Lauderdale Florida 33301-1016	<b>Municipal Services Information</b> Water Billing: 954-828-5150 24-Hour Customer Service: 954-828-8000 E-Mail: customerservice@fortlauderdale.gov Lobby Hours: Monday-Friday, 8 a.m. to 4:30 p.m. Pay Online At: www.fortlauderdale.gov/utilitybilling		
	<b>ACCOUNT NUMBER</b>	<b>BILL TYPE</b>	<b>DUE DATE</b>
2003313	REGLR	08/27/2012	\$2,416.82

**\*\*\* Scheduled termination date for past due: 09/18/2012. Call (954)828-5150 to protest termination. \*\*\***

**CUSTOMER NAME:** SASSON JULIA A  
**ADDRESS:** 641 FLAMINGO DR  
 FORT LAUDERDALE, FL 33301-2605412  
**BILLING PERIOD:** 06/30/2012 - 08/01/2012  
**LIVING UNITS:** 1  
**SERVICE DAYS** 33  
**PREVIOUS BILL AMOUNT:** \$2,423.37  
**PAYMENTS:** (\$137.95)  
**ADJUSTMENTS:** \$0.00  
**PAST DUE AMOUNT:** \$2,285.42  
**PENALTIES:** \$22.86  
**UTILITY CHARGES:** \$108.54

**TOTAL AMOUNT DUE: \$2,416.82**

In order to view your current account history, please view the [BILLING HISTORY](#) link located on the right side of the webpage

Description	Meter / Dial	Previous	Current	Usage	Amount
Irrigation Inside City	201004025-M	515	518	3	\$13.44
Water Single Family in the City	200113966-M	221	222	1	\$1.61
					\$21.72
Water Base (1 inch Water meter )					\$11.44
Irrigation Utility Tax					\$3.52
Water Utility Tax					\$1.31
Sewer Base City					\$17.66
Palm Frond Fee					\$2.50
Sanitation Single Family 1 Cart					\$28.95
Sewer Single Family City					\$2.86
Stormwater Single Family					\$3.53
					<b>\$108.54</b>

*Computer says amount due \$1672.21*

# City of FORT LAUDERDALE NEWS AND VIEWS | AUG. 2012

## PUBLIC HEARINGS TO CONSIDER UTILITY RATE INCREASE

Public hearings will take place at the City Commission meetings on September 5 and 18, 2012 to consider proposed increases to the City's rates, fees, and charges for water, irrigation, wastewater, private fire protection service and stormwater. The meetings are open to the public and will begin at 6 p.m. in the Commission Chambers, located on the first floor of City Hall at 100 N. Andrews Avenue, Fort Lauderdale, FL 33301.

## BIG TOY & TRUCK IS BACK - SEPTEMBER 15

This free event will be held on September 15 from 10 a.m. to 2 p.m. at Holiday Park, 1150 G. Harold Martin Drive. Children, teens and adults will have an opportunity to view, climb and operate a fire engine, fire-rescue and ladder trucks, a front loader, SWAT and bomb squad vehicles, bucket trucks, a school bus, marine patrol boat, electric cart and more. For more information, call (954) 828-5363 or visit [www.fortlauderdale.gov/life](http://www.fortlauderdale.gov/life).

## FORT LAUDERDALE OFFERS FREE CARD FOR PRESCRIPTION DISCOUNTS

The City of Fort Lauderdale has a new program to offer savings on prescription drugs to area residents who are without health insurance, a traditional benefits plan, or have prescriptions that are not covered by insurance. Through a partnership with the National League of Cities (NLC), cardholders may save an average of 23 percent off the retail price of prescription medications. Prescription discount cards are available at locations throughout the City including at City Hall and at all Fire Stations. Printable cards are also available online: [www.fortlauderdale.gov/RxCard](http://www.fortlauderdale.gov/RxCard). For more information, call (954) 828-6831.

## IMAGINE FORT LAUDERDALE OF THE FUTURE

The City has embarked on an exciting visioning process, and your participation is key to our success. There are many ways to get involved today! Visit the new interactive visioning website at [www.ourvisionfl.com](http://www.ourvisionfl.com) to share ideas, vote on ideas you like and chat with neighbors. To stay up-to-date on the visioning initiative, visit [www.fortlauderdale.gov/ourvisionfl](http://www.fortlauderdale.gov/ourvisionfl), like us on Facebook ([facebook.com/ourvisionfl](https://www.facebook.com/ourvisionfl)) or follow us on Twitter (@OurVisionFTL). For a staff presentation to learn how your organization can participate, send an email to [neighborsupport@fortlauderdale.gov](mailto:neighborsupport@fortlauderdale.gov).

## SISTRUNK BOULEVARD TRAFFIC UPDATE

As part of the Sistrunk Boulevard Infrastructure Project, N.E. 6 Street is closed between Andrews Avenue and Federal Highway with detours via N.E. 7 Street (north) and N.E. 9 Street (south). Businesses remain open. For details, please call 954-525-1818 or visit [www.fortlauderdale.gov](http://www.fortlauderdale.gov).

## FORT LAUDERDALE CITY COMMISSION

John P. "Jack" Seiler Mayor	Charlotte F. Rodstrom Vice Mayor, District II	Bruce G. Roberts Commissioner, District I	Bobby B. DuBoise Commissioner, District III	Romney Rogers Commissioner, Districts II
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### Please Note: BILL ON BACK

Go Green! Sign up for E-billing today  
[www.fortlauderdale.gov/utilitybilling](http://www.fortlauderdale.gov/utilitybilling)

### COMMISSION MELTING DATES

WEDNESDAY, SEPTEMBER 5, 2012  
Conference Meeting | 1:30 pm  
Regular Meeting | 6:00 pm

TUESDAY, SEPTEMBER 18, 2012  
Conference Meeting | 1:30 pm  
Regular Meeting | 6:00 pm

### PRE AGENDA MEETING DATES

COMM. ROBERTS, DISTRICT I  
First and third Monday of each month  
1st Monday | 6:00 pm  
Beach Community Center  
3351 N.E. 33rd Ave.

3rd Monday | 6:00 pm  
Imperial Point Hospital  
Auditorium A & B (south side)  
6401 N. Federal Highway

VICE MAYOR RODSTROM,  
DISTRICT II  
First Monday of each month  
5:30 pm | City Hall  
100 N. Andrews Ave.  
8th Floor Conference Room  
District II Crime Meeting  
Third Thursday of each month  
7:00 pm | 13th Street Police Substation  
533 N.E. 13th St.

COMM. DUBOSE, DISTRICT III  
First and third Monday of each month  
1st Monday | 7:00 pm | Carrier Park  
1450 W. Sunrise Blvd.  
3rd Monday | 7:00 pm  
Riverland Fire Station  
1000 S.W. 27th Ave.

COMM. ROGERS, DISTRICT IV  
First and third Monday of each month  
1st Monday | 5:30 pm | City Hall  
100 N. Andrews Ave.  
8th Floor Cafeteria  
3rd Monday | 5:30 pm | City Hall  
100 N. Andrews Ave.  
8th Floor Conference Room

*Cr 744.61 per Athena 23 Aug '12*





Venice of America

CITY OF  
**FORT LAUDERDALE**

**CITY ORDINANCE REQUIREMENTS FOR A LEAK CREDIT ADJUSTMENT**

- 1) We must have a sworn **notarized** affidavit from the customer stating requesting the leak adjustment and stating that the lost water **did** or **did not** enter the sewer.
- 2) We must have a written statement or a copy of a bill on company letterhead, from a licensed plumber stating:
  - A) Where the water leak was in the system.
  - B) The leak has been repaired and the date the repairs were completed.
  - C) The lost water **did** or **did not** enter the sewer system.
- 3) All high bills resulting from the leak must be paid in full or arrangements made with the utility billing department.
- 4) If all above requirements are met, a credit will be issued.

**YOUR WATER SERVICE IS SUBJECT TO TERMINATION IF PAPERWORK IS NOT RECEIVED PROMPTLY**

Ordinance Section 28-76: Waste Water Rates

(h) Should water consumption of an unusually large volume be recorded by an accurate meter, which consumption is the result of a leak in the consumer's water system, and such consumption results in a loss of water which does not enter the sewer system, the City Manager or designee may, upon receipt of a sworn affidavit from the customer stating that the water did not enter the sewer system and a sworn affidavit from a licensed plumber that a leak in the customer's water system has been repaired, reduce or credit the customer's wastewater commodity charge by reducing the rate charged to a rate equal to the customer's previous twelve month average consumption rate.

(i) Should excessive water consumption be the result of a known water leak in the consumer's water system and such consumption results in a loss of water that discharges to the sewer system, the City Manager or designee may, upon receipt of a sworn affidavit from the customer stating that the water did enter the sewer system and a sworn affidavit from a licensed plumber that the leak in the customer's water system has been repaired along with a copy of the repair invoice describing the type and location of the leak, and the repairs made, reduce or credit the customer's wastewater commodity charge by reducing the rate charged to a rate equal to the customer's previous twelve month average consumption rate.

REVISED 7/10/12

(see reversed side)

**TREASURY DIVISION**

100 NORTH ANDREWS AVENUE, FORT LAUDERDALE, FLORIDA 33301  
TELEPHONE (954) 828-5150, FAX (954) 828-5880  
[www.fortlauderdale.gov](http://www.fortlauderdale.gov)



**City Ordinance 28-143 Water Rates**

(e) Should water consumption resulting in a large volume be recorded by an accurate meter as the result of an identified leak which was repaired by a licensed contractor, the City Manager or designee may, upon receipt of a sworn affidavit from the customer stating that the excessive usage was caused by a leak which was repaired, evidenced by means of a copy of the repair invoice from a licensed plumber describing the type and location of the leak, and the repairs made, may modify the customer's bill by reducing the rate applied to the excessive usage quantity to a rate equal to the customer's previous twelve month average consumption rate.

**City Ordinance 28-144 Sprinkling meter charges**

(c) Should water consumption resulting in a large volume be recorded by an accurate meter for a customer as the result of an identified leak which was repaired by a licensed contractor, the City Manager or designee may, upon receipt of a sworn affidavit from the customer stating that the excessive usage was caused by a leak which was repaired, evidenced by means of a copy of the repair invoice from a licensed plumber describing the type of leak, the location of the leak, and the repairs made, may modify the customer's bill by reducing the rate applied to the excessive usage quantity to a rate equal to the customer's previous twelve month average consumption rate.



- [Help Me Howard](#)
- [Parent to Parent](#)
- [Carmel on the Case](#)
- [Style File](#)
- [Medical](#)
- [Room for Improvement](#)
- [Out for Justice](#)
- [Bite with Belkys](#)
- [Special Reports](#)

**Monday, February 22, 2010**

## **Help Me Howard: Meter**

### **Reported by:**

[Patrick Fraser](#)

### **Producer:**

Kelly Rice

### **Contact:**

[pfraser@wsvn.com](mailto:pfraser@wsvn.com)

### **Archived Reports:**

[All Help Me Howard](#)

Have you ever got a power bill or a water bill and said that is impossible? Odds are you have, but what can you do to fight it. We have an answer, which is why we have Help me Howard with Patrick Fraser

WSVN -- If you want to become a landlord like Bruce you need to know a couple of things.

It's a lot of work and it can be expensive.

Bruce Konen: "Everyone thinks if you own property you've got money. Our bills are unreal, are taxes are \$7,500 a year. It's crazy."

Bruce and Lily own a four plex. Living in one unit and renting out the other three.

Lily Konen: "Right now the tenants we have are really wonderful."

The tenants are wonderful, but the water bill for everyone has become wacko.

Lily Konen: "This when we got on Sat 102,000 gallons was when I really started freaking out. It's \$1,037 I cried,"

Their water bill went from \$188 a month in November to \$489 in December and then just over \$1,000 in January. Meaning their four plex went from using 10,000 gallons a month to 32,000 gallons to 102,000 thousand gallons in January.

Bruce Konen: "The bill more than doubled last month, and now it's ten times as much."

The Konens looked at their water meter, saw it spinning crazily and called the City of Fort Lauderdale who came out, checked and concluded the Konens had a leak.

Lily Konen: "They're saying it's something under the house. I said well \$102,000 gallons of water I would notice and she said, no not necessarily."

They hired a plumber to try to find the leak, but he didn't find any major problems.

Bruce Konen: "The plumber said even if we ran the water day and night we wouldn't use 100,000 gallons of water."

Lily asked the city to come back and replace the meter, convinced it was not reading their water usage right, but the city is equally convinced the meter is fine he four plex is at fault.

Lily Konen: "How do we get the city to listen? Who do we call? How do we fight them on this?"

Well, Lily and Bruce you called the right people to get an answer. So Howard, if you are convinced you aren't using what a utility is billing you for, what do you do?

Howard Finkelstein: "After you check your house call to report there is a problem. Try to be there when they come out to inspect the meter and once you figure out whether it your fault or the utilities meter ask to have your bill adjusted. Many times they will even give you a break even if the leak is your fault."

We called the City of Fort Lauderdale about the couple's meter problem. The very next day they sent two inspectors out.

Inspector: "We're going to solve this for you."

The inspectors dropped a blue tablet in a tenants toilet which showed it was running continuously, but Bruce didn't believe a 100,000 gallons could run thru it.

Bruce Konen: "I could run my faucet full blast and it wouldn't cause that much water to be wasted, come on that's ridiculous."

So the inspectors put in a new meter and took the old meter back for testing.

Inspector: "We're going to get you some results right away."

The results, the meter was working fine. The city told us running toilet like Konans renter had could use nearly 130,000 gallons a month, but the city of Fort Lauderdale was extremely fair, they wont charge the Konans for all the water that was used, just bill them for the average amount before the toilet broke.

Bruce is thankful and is now going to make sure it doesn't happen in his other rentals.

Bruce Konen: "I'm going to change all the guts in the toilet so it'll be like a new toilet. It's suppose to be doing less than three and a half gallons the newer toilet, so hopefully we can get that back to where it should be."

Patrick Fraser: "If you think your electric or water meter is broken. If you think they are billing your too much, complain to the city or county that oversees the agency or to the Florida Public Service Commission, which regulates many utilities. Hopefully you wont have to. Hopefully they will be very fair like Fort Lauderdale was to the Konans."

Drowning in dilemmas that have left you drained? Feel flush out of options? Contact us, we cant read a meter, but we will try to bowl you over.

**CONTACT HELP ME HOWARD:**

**EMAIL:** [helpmehoward@wsvn.com](mailto:helpmehoward@wsvn.com) (Please include your contact phone number when emailing)

**REPORTER:** Patrick Fraser at [pfraser@wsvn.com](mailto:pfraser@wsvn.com)

**MIAMI-DADE:** 305-953-WSVN

**BROWARD:** 954-761-WSVN

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AREA NEAR SEA WALL WHERE LEAK OCCURRED





NEW VALVE COVER





NEW SHUT-OFF VALVE



FRONT FACE OF SEA WALL WHERE LEAKED WATER EXITED INTO CANAL







CITY OF  
**FORT LAUDERDALE**

**IMPORTANT NOTICE**

**Service Address** 641 FLAMINGO AVE, FT. LAUD. 33301  
**Account Number** 2003313

The City of Fort Lauderdale notifies its customers when their water usage is higher than usual. We recently read your water meter and found the water consumption for this month to be higher than normal. We sent an investigator to recheck the reading before issuing your bill. The investigation confirmed the reading was correct.

You may know of a simple reason for the increase. If not, you may want to check to see if there is a leak on your property. Your increased consumption may be caused by:

- Company from out of town.
- Increased lawn sprinkling.
- The meter was under read last month. This does happen on occasion.
- Defective toilets (continuously running or leaking).
- Leaking hot water heater.
- Broken or leaking water pipes between the meter and the unit being served.

A simple way to check for a leak is to refrain from using water for approximately one minute, and then observe the hands, or low-flow indicator on your water meter. Any movement on the face of the meter indicates a leak. If a leak is found and repaired, the City will give a credit on the sewer portion of the bill (**only if you are currently paying sewer charges**) and covering the amount estimated to be lost due to the leak **if the water did not enter the sewer system**.

If you think the meter is malfunctioning, you can request a meter test. The cost of the test is \$16.00. If the meter is defective, there will be no charge and your bill will be adjusted. If you will be applying for an unusual consumption adjustment, we need a copy of the plumber's bill and notarized letter from you.

It is not our policy to turn off service to accounts while they are being investigated or repaired. However we do ask that you call this office and make arrangements to remit the amount of the bill that is not in question.

The City of Fort Lauderdale is here to service and assist you wherever possible. Please call us at (954) 828-5150 should you have any questions regarding our services.

TREASURY DIVISION  
CITY OF FORT LAUDERDALE, FLORIDA 33301  
TELEPHONE (954) 828-5150 FAX (954) 828-5380  
WWW.CITYOFFORTLAUDERDALE.COM



CITY OF  
**FORT LAUDERDALE**

*Venice of America*

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**! URGENT**

Julia A Sasson  
641 FLAMINGO DR  
FORT LAUDERDALE FL US 33301-2605

IV\*185B 33301

