



Public Works Department

Water & Wastewater Services - Fiscal Operations

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GUIDELINE: REQUEST CHANGE TO UTILITY ACCOUNT

- Purpose:** This guideline summarizes Broward County Water and Wastewater Services (WWS) procedures to implement any change to an account's contact information, mailing address and/or other critical facts pertinent to the account holder. Before any account change will be executed, WWS requires receipt of the following documents: (1) complete, signed, and dated Request Change to Account document; (2) government-issue photographic identification of person requesting change; and (3) supporting documentation (if applicable) verifying request.
- Exception:** WWS may initiate change to utility account information (e.g., from Broward County Property Appraiser [BCPA], Broward County Records Division, United States Post Services, and other official informational resources).
- Overview:** Broward County requires a utility customer account for every and all developed premises adjacent to its water and sewer lines be connected to its utility system for the protection of the health of residents and to assure revenues for system maintenance. A utility customer is the property owner, or its designee (e.g., representative, officer, leasee, or tenant) to whom water utility goods and services are provided and bills are rendered.
- Authority:**
- U.S. Department of the Treasury/Federal Trade Commission, Federal Register, Vol. 72, No 217, Friday, November 9, 2007, Rules and Regulations.
 - Florida Statutes Title XI (County Organization and Intergovernmental relations), Chapter 153 (Water and Sewer Systems) – establishes the County's rights and obligations for the operation of a water and sewer system.
 - Broward County Code, Chapter 34 (Water and Sewers)
 - Broward County Administrative Code, Chapter 38 (Fees and Other Charges, Public Works), Part III (Environmental Services), Section 38.18 (WWS Rates, Fees and Charges)
 - Broward County Resolution 88-4066 – Bond Covenant Ordinance for Water and Sewer Services.
1. Fill out and submit a written Request Change to Account, completed, signed, and dated by person authorized to assume responsibility for WWS services and charges for the premise:
 - a. Type (determined by tariff designation), including: (1) Residential; or (2) Commercial.
 - b. Requestor is someone with proper authority to assume responsibility for WWS water utility services and bills.
 - i. Property owner (for residential or commercial property) is current owner of record as authorized by legal, supportive documentation and/or Broward County Property Appraiser's Office (BCPA).
 - ii. Business owner is person authorized by commercial property owner of BCPA record.
 - iii. Tenant/Lessee is person authorized by property owner to maintain a utility account related to owner's premise according to the terms, conditions, and expressed will of the property owner.
 2. Photographic identification (ID) of person requesting change and authorized to assume responsibility for utility services and bills, including:
 - a. Residential or Commercial Owner Applicant: Visible copy of Government-issued photo ID with signature matching Request.
 - b. Residential or Commercial Tenant Applicant: Visible copy of Government-issued photo ID with signature matching Request.
 3. Supporting documentation, if applicable, verifying proof of authority and responsibility for request to change, including:
 - a. Current, dated, signed property ownership documentation or transfer of title.
 - b. Current, dated, signed corporate/business representative documentation assigning personal authority/responsibility.
 - c. Current, start/end term, dated, signed tenancy/lease agreement for property owner to tenant/leasee.