



Public Works Department

## Water & Wastewater Services – Business Operations Division

2555 W. Copans Road. • Pompano Beach, Florida 33069 • 954-831-3250 • [water@broward.org](mailto:water@broward.org)

### 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 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 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: 16 CFR Part 681 Identity Theft Red Flags and Address Discrepancies Under the Fair and Accurate Credit Transactions Act of 2003.
  - 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 letterhead documentation assigning authority/responsibility for property owner, plus business card of signature (e.g., corporation, partnership, P.A., management company, realty, or other).
    - c. Current, start/end term, dated, signed tenancy/lease agreement for property owner to tenant/leasee.



BOARD OF COUNTY COMMISSIONERS  
**WATER AND WASTEWATER SERVICES (WWS)**  
**BUSINESS OPERATIONS DIVISION**  
 2555 WEST COPANS ROAD, BLDG. 1  
 POMPANO BEACH, FL 33069  
 (954) 831-3250 • [water@broward.org](mailto:water@broward.org)

ATTACHED:  
 ① PHOTO ID (S)  
 ② SUPP DOCS  
 By \_\_\_\_\_  
 Date \_\_\_\_\_

## REQUEST CHANGE TO ACCOUNT (RESIDENTIAL)

**(1) CURRENT ACCOUNT INFORMATION** (PLEASE PRINT)

ACCOUNT HOLDER: \_\_\_\_\_

ACCOUNT REP/AUTHORITY: \_\_\_\_\_

IN CARE OF NAME (if applicable): \_\_\_\_\_

PHOTO ID: ACCOUNT HOLDER: \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_  
TYPE STATE NUMBER

IN CARE OF NAME: \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_  
TYPE STATE NUMBER

PROPERTY ADDRESS: \_\_\_\_\_  
STREET CITY STATE ZIP + 4

MAILING ADDRESS: \_\_\_\_\_  
 SAME AS ABOVE STREET CITY STATE ZIP + 4

PHONE: HOME: (\_\_\_\_\_) \_\_\_\_\_ WORK: (\_\_\_\_\_) \_\_\_\_\_ MOBILE: (\_\_\_\_\_) \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

**(2) REQUESTED CHANGE TO ACCOUNT** (PLEASE PRINT)

ACCOUNT REPRESENTATIVE'S NAME: \_\_\_\_\_

IN CARE OF NAME: \_\_\_\_\_

PHOTO ID: ACCOUNT REP: \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_  
TYPE STATE NUMBER

IN CARE OF NAME: \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_  
TYPE STATE NUMBER

MAILING ADDRESS: \_\_\_\_\_  
STREET CITY STATE ZIP + 4

PHONE: HOME: (\_\_\_\_\_) \_\_\_\_\_ WORK: (\_\_\_\_\_) \_\_\_\_\_ MOBILE: (\_\_\_\_\_) \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_ ENROLL IN E- STATEMENTS  YES  NO

**REQUESTOR AGREEMENT:** I AFFIRM THAT THE ABOVE INFORMATION IS TRUE AND ACCURATE. I ALSO AGREE TO BE FULLY RESPONSIBLE FOR ALL UTILITY CHARGES ASSESSED TO THE ABOVE NOTED PROPERTY. I AGREE TO PROMPTLY PAY FOR UTILITY SERVICES RECEIVED ACCORDING TO THE SCHEDULE OF UTILITY RATES IMPLEMENTED BY BROWARD COUNTY WATER AND WASTEWATER SERVICES. I AGREE TO COMPLY WITH ALL CURRENT AND FUTURE FEDERAL AND STATE LAW, BROWARD COUNTY ORDINANCES AND REGULATIONS, AND BROWARD COUNTY WATER AND/ OR WASTEWATER SERVICES PROCEDURES AND GUIDELINES.

REQUESTOR UNDERSTANDS THAT THE ACCOUNT SECURITY DEPOSIT COLLECTED TO OPEN A NEW ACCOUNT WILL BE REFUNDED ONLY TO THE ORIGINAL ACCOUNT HOLDER, AND ONLY AFTER THE ACCOUNT IS CLOSED AND ALL ACCOUNT CHARGES HAVE BEEN SATISFIED.

**X** \_\_\_\_\_ **DATE** \_\_\_\_\_

**FOR INTERNAL USE ONLY**

\_\_\_\_\_ CUSTOMER NO.      \_\_\_\_\_ UAZ      \_\_\_\_\_ PREMISE NO.      \_\_\_\_\_ CS REP