

Florida Community Services Corp. of Walton County d/b/a Regional Utilities

ABATEMENT REQUEST FOR LEAK

Account # _____

Contact Phone # _____ Service Address: _____

Regional Utilities may abate a portion of a bill for no more than two (2) consecutive billing periods for Water and/or Wastewater service, under the following conditions.

The Customer must request that Regional Utilities abate the charges and include the information list here within ninety (90) days after the high consumption. Failure to make a timely request shall be a waiver of the Customer's right to seek abatement.

Which monthly bills were affected by the leak (choose up to two consecutive)? _____

The leak must be underground (not irrigation related), within a foundation, or inside a wall, excluding pools, and fountains, or auxiliary water sources, i.e., cisterns, wells, etc.

Where is the leak? What did it service? _____

The leak must not be caused by the actions of the Customer or any other person, such as but not limited to: bulldozing, digging, lack of maintenance or a vehicle running over the line, except when the outside action is on public right-of-way beyond the customer's control for which there is no indication that the customer was negligent.

What caused the leak? _____

Satisfactory evidence of repairs must be presented (i.e.: photos, repair bills, statement from plumber) In all cases the leak must be repaired to the satisfaction of Regional Utilities

What was done to repair or stop the leak? _____

When was the leak repaired? _____

Have you attached photos, repair bills or statement from plumber? _____

Please provide any additional material you would like considered with this request.

IF AN ADJUSTMENT IS APPROVED THE CALCULATION IS AS FOLLOW:

The calculation will consist of removing the conservation tiers. In addition, the Customer will be required to pay their monthly bill based on the previous 12 months average for water and wastewater and, the minimum charge per 1,000 gallons for water and wastewater usage per ERC.

If it is proven that the water was not treated through the wastewater system, the sewer portion of the bill will be adjusted based on the previous 12 months average.

THE TERM OF THE ABATEMENT:

For Leaks, Regional Utilities will only consider a maximum of one (1) abatement for a leak within a single twelve (12) month period on each premises served.

I _____ am requesting that Regional Utilities abate the charges based on the information provided and agree to all terms of the abatement policy.

Customer signature

Date

Return to: Regional Utilities 4432 U.S. Highway 98 E, Santa Rosa Beach, FL 32459
Phone # 850-231-5114 Fax # 850-231-4924