

REGIONAL UTILITIES

ABATEMENT LEAKS RESULTING SEVERE WEATHER Account# _____

Contact Phone # _____ Service Address: _____

Regional Utilities shall 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 discovering the leak. 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)? _____

Leaks Resulting Severe Weather:

The leak is the result of severe weather conditions (i.e. hurricane, tornado, waterspout, freeze, etc.) which caused damage to the customer's water lines.

Where is the leak? What did it service? _____

What caused the leak? _____

The repair must be personally observed by a Regional Utilities designated employee **OR** satisfactory evidence (i.e.: photos, repair bills, statement from plumber) of repairs must be presented. 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 (**REQUIRED**)? _____

Please provide attached sheet if you would like any additional information considered with this request.

IF AN ADJUSTMENT IS APPROVED THE CALCULATION IS AS FOLLOW:

The Customer will be required to pay their average monthly bill for water and wastewater; and the minimum charge per 1,000 gallons for water and wastewater usage per ERC (conservation tiers will be removed for the adjustment) above the average use. If it is proven that the water usage was not treated through the wastewater system, the adjustment will include an adjustment for the wastewater portion of the bill based on the previous 12 month average. When previous consumption history is unavailable, Regional Utilities will use a monthly average of a comparable Residential User. For all other Users, Regional Utilities will use an average derived from similar Users in its Service Area (ex: restaurant, laundry, other commercial users).

THE TERM OF THE ABATEMENT:

For water loss due to damage resulting from severe weather conditions, Regional Utilities will consider abatements following incidents of declared severe weather conditions.

I _____ am requesting that Regional Utilities abate the charges based on the above information provided and I understand and agree with these terms.

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