

Regional Utilities



operated by
Florida Community Services Corp of Walton County

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From left to right: Dylan Laird-Project Engineer; Dave Marell – Wastewater Manager; Melissa Pilcher-President/General Manager; Nick Ramos-Lead Wastewater Operator at Sandestin Plant; Ryan Douglass-Engineering Manager

Regional Utilities Sandestin Wastewater Treatment Plant Honored

On Tuesday, February 11, 2020, Regional Utilities was honored at the Florida Rural Water Association's 13th Annual "Focus on Change" Seminar hosted at Gulf Coast State College. Our Sandestin Wastewater Treatment Plant was awarded the 2019 "Plant Operations Excellence Award" from the the Florida Department of Environmental Protection for the Northwest Florida region.

The plant was originally built in 1975 and has a current treatment capacity of 4 million gallons. It was considered amongst various other plants in the Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Okaloosa, Santa Rosa, Wakulla, Walton and Washington counties.

This award is presented to wastewater treatment facilities that demonstrate excellence in operation, maintenance, innovative treatment, waste reduction and pollution prevention, recycling or other special achievements. The entire team at Regional Utilities, including operators, maintenance, construction, engineering, management and support staff, all came together to complete the extensive, detailed application in order to be considered for this award.

Regional Utilities is very proud and honored to receive this recognition. It is apparent that this award truly showcases the outstanding commitment and hard work from the company's staff members.

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Toll-Free Access is available to check your balance and pay your bill by MasterCard/Visa/Discover. Our toll free number is 866-301-9030. There is a convenience fee of \$3.45 for credit card payments. We also accept payments on our website, ACH, check or cash which do not have any fees.

Regional Utilities Launches New Structure For Rates

Regional Utilities regularly performs a rate study in order to evaluate the revenue and costs to our customer base. Most recently, an extensive study was completed and a 5% reduction in our wastewater rates was recommended.

Wastewater rate revenue is especially strong compared to revenue requirements, and therefore a reduction in the monthly minimum wastewater charge of \$2.39 will be implemented to recognize this strong performance and provide rate relief to all wastewater customers.

The bill for a typical Regional customer, after the proposed wastewater rate adjustment, is lower than the average water and wastewater bill for other utilities in surrounding communities. Regional Utilities will continue to monitor this updated rate structure in order to satisfy the loyal customer base and deliver the best service and rates possible.

The revenues under the existing rates are projected to adequately fund Regional Utilities' operations, maintenance, and replacement of its assets over the next five-year period. Regional is projected to be able to fund a \$117 million capital improvement plan.

NEW RATE STRUCTURES

Monthly Water Rates – Per ERC

Minimum Bill \$23.02 up to 6,000

\$1.66 per 1,000 gallons from 6,001-10,000

\$4.35 per 1,000 gallons from 10,001-15,000

\$5.40 per 1,000 gallons from 15,001-20,000

\$6.05 per 1,000 gallons from 20,001 thereafter

New Wastewater Rates

Minimum Bill \$40.20 up to 10,000 gallons

\$4.67 per 1,000 gallons from 10,001-20,000

\$5.92 per 1,000 gallons from 20,001 thereafter

Holiday Schedule

Regional Utilities will be closed on the following days:

Monday, May 25, 2020

Memorial Day

Friday, July 3, 2020

Independence Day

Our office is located at 4432 U.S. Highway 98 East, Santa Rosa Beach, FL 32459. We are open Monday through Friday from 8 a.m. to 4:30 p.m. Our telephone number is (850) 231-5114. This number is also our 24-hour service number where after-hours utility emergencies should be reported. Our website address is www.regionalutilities.net.

Please contact our office by phone or email if you need to update your phone number or email address to ensure that you can receive important messages concerning your service.

4432 U.S. Highway 98 East
Santa Rosa Beach, FL 32459

Monday - Friday
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