

Regional Utilities



operated by
Florida Community Services Corp of Walton County

the REGIONAL quarterly

FALL
2020

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Nokuse Wellfield Water Storage Tanks

Regional Utilities Water Source

Where does your water come from? Well, we have the answer! The Regional Utilities' wellfield is located at the Nokuse Plantation, just north of Freeport. It consists of eleven 16-Inch diameter potable water wells each spaced approximately one mile apart. The average well depth is approximately 600-feet. The wells withdraw from the Floridan aquifer and are permitted through the Northwest Florida Water Management District (NWFWM) and Florida Department of Environmental Protection (FDEP).

The water quality is such that the only treatment required is disinfection by chlorine injection. This is kept at a level of 1.0mg/L, which is a FDEP requirement.

The current permitted capacity of the wellfield is 12.24 MGD, while our current average daily flow is approximately 5.2 MGD. The two tanks pictured above store 6 million gallons of water. This water is consistently replenished by the 11 wells and then gravity flowed to the distribution plants, located south of the Choctawhatchee Bay, for distribution.

BILL PAYMENT OPTIONS



866-301-9030
REQUIRES CONVENIENCE FEE OF \$3.45



regionalutilities.net

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 via website, ACH or check.

Employee Spotlight

Meet Kristen Carroll!

Kristen has been working at Regional Utilities for one year and she works in both the Engineering Department and the Customer Service Department. She is the ultimate multi-tasker and is an integral part of the company. When asked what she likes most about her job, she said, "I love having the opportunity of being able to interact with new people every day and getting a deep sense of satisfaction when solving problems or helping customers out in one way or another". When she's not at work, Kristen enjoys spending time with family and friends and doing anything that involves being on the water.



Our new online account access is available now!

New features are now available to help you manage your account settings and pay your bill.

If you currently use our online account access at regionalutilities.net you will need to register again under New Customer Sign Up. Once you register your account(s), you can begin signing in with your email address and password.

New Features include the ability to:

- Update mailing addresses, phone numbers and emergency contacts
- Edit online preferences such as email addresses or passwords
- Have multiple accounts displayed under one email address

Current Features:

- Paperless billing options
- Notification options & friendly reminders
- View current bill and account history
- Bill payment by MasterCard, Visa or Discover

Please contact our office at 850-231-5114 if you have any questions regarding your new online account access.

Holiday Schedule

Regional Utilities will be closed on the following days:

Wednesday, November 11, 2020

Veterans Day

Thursday & Friday, November 26-27, 2020

Thanksgiving Holidays

Tuesday & Wednesday, December 24-25, 2020

Christmas Holidays

Temporary Lobby Hours

Due to COVID-19 our temporary lobby hours are
Monday - Friday 9am - 12pm and 1:30 - 3:30pm

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. Due to COVID-19, lobby hours will be limited. 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.

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

**Monday - Friday
8 a.m. - 4:30 p.m.**

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**Office Phone/24-Hour Service
(850) 231-5114**

**Visit Us Online
www.regionalutilities.net**

Please call our 24-hour service number to report after-hours utility emergencies.