

REGIONAL UTILITIES ABATEMENT REQUEST

DISPUTED, UNUSUALLY HIGH CONSUMPTION

Contact Phone # _____ Account # _____
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)? _____

Unusually high consumption shall be defined as consumption which causes the water bill to be higher than historical usage; and

The unusually high consumption must be disputed and is not the result of severe weather, a leak, filling of a pool, water used during construction, water used for new landscaping, excessive usage during seasonal or holiday months, or from any activity in which the high consumption may have been a result of customer negligence.

What caused the high use? _____

What was done to stop the high usage? _____

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

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:

If the abatement is due to high consumption which is disputed or unexplained, 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.

THE TERM OF THE ABATEMENT:

For Disputed High Water Consumption, Regional Utilities will only consider one (1) abatement for disputed, unexplained high water consumption, within a sixty (60) month period on each premises served.

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