

REGIONAL UTILITIES ABATEMENT REQUEST

DUE TO IRRIGATION LEAK:

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.

While Regional Utilities strongly discourages the use of potable water for irrigation purposes, leaks in existing systems will be reviewed upon request submitted 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)? _____

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? _____

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? _____

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

The entire irrigation system is inspected and certified by a licensed irrigation specialist to be repaired and have no further leaks. Attached? _____ (if this is not attached the adjustment will be denied)

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:

Regional Utilities will abate the wastewater usage of the bill beyond the average use for leaks in an irrigation system. No water abatements will be granted for the water usage caused by irrigation leaks.

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 Irrigation Leaks, Regional Utilities will only consider one (1) abatement for irrigation leaks within a sixty (60) month period for 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