

REGIONAL UTILITIES

ABATEMENT REQUEST DUE TO 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.

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)? _____

1. Abatement Due to Leak:

The leak must be underground (not irrigation related), within a foundation, or inside a wall, excluding pools, and fountains, or auxiliary water sources, i.e., cisterns, wells, etc.;

Where is the leak? What did it service? _____

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? _____

When was the leak repaired? _____

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:

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 Leaks, Regional Utilities will only consider a maximum of one (1) abatement for a leak within a single twelve (12) 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