

Regional Utilities



operated by
Florida Community Services Corp of Walton County

the REGIONAL quarterly

SUMMER
2020

IN THIS ISSUE

Regional Utilities
thanks frontline
workers

Employee
Spotlight

Holiday Schedule



Pictured is the office building joining #LightItBlue to support the essential workers across our great nation.

Regional Utilities Thanks Frontline Workers

The past several months have been a trying and difficult time in our community and world due to the COVID-19 pandemic. Regional Utilities would like to take this opportunity to thank all of the frontline workers who put their lives on the line every day to keep us all safe and well. From healthcare professions and police officers to grocery store workers and delivery drivers, we appreciate the dedication and hard work of everyone who continues to work and serve others, even in the most difficult of times. As essential personnel, our utility staff has been honored to serve our community, as well. As Florida, and the nation, works to re-open, the Board and Staff of Regional Utilities remains committed to providing quality water and wastewater services to our customer base. These services remain of the upmost importance in maintaining the health and well being of our community.

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

Please help us welcome Nikki Hartsel as the newest member to our Customer Service team.



Customer Service Representatives are the first point of contact when you walk in the door at Regional Utilities. Our Customer Service Representatives are exceptional multi-taskers and truly care about customers and their needs. Their role is to answer phones, help identify customers' needs or issues and provide resolutions in a timely, efficient manner.

Nikki's hobbies include reading, singing, watching football and cheering on her kids in their respective sports.

Nikki enjoys interacting with others and learning new things. Nikki said that this job has challenged her in ways she never imagined, and she said she is a better person because of it.

Coming Soon

eAccess will soon be available with new features regarding your online account. Customers will be able to access any and all accounts associated with a single email address. Other features include updating/changing contact information which includes mailing address, phone number, etc. The new features will also include the ability to view payment history and print individual bills within the last 10 years. As always, payments by MasterCard, Visa or Discover are accepted on our website, as well as our toll-free number.

Holiday Schedule

Regional Utilities will be closed on the following days:

Friday, July 3, 2020

Independence Day

Monday, September 7, 2020

Labor Day

Wednesday, November 11, 2020

Veteran's Day

Thursday & Friday, November 26 & 27, 2020

Thanksgiving Holidays

Thursday & Friday, December 24 & 25

Christmas Holidays

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.

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
8 a.m. - 4:30 p.m.

Regional Utilities



operated by
Florida Community Services Corp of Walton County

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 utilities emergencies.