



the REGIONAL quarterly

SUMMER
2024

IN THIS ISSUE

**Regional Utilities
Right-of-Way
Policy**

**Anniversary
Milestones**

WaterScope

Holiday Schedule

Regional Utilities Right-of-Way Policy

Landscaping and hardscaping your right of ways can be beautiful, but it also hinders the use of the right of ways and easements for utility companies. Repairs and maintenance of utilities, specifically water and wastewater services, can be greatly impacted when landscaping or hardscaping has been placed over the service lines. Due to the always increasing encumbrances and expenses associated with repairs of such improvements, in February 2018, Regional Utilities adopted the 2014 Walton County Right-of-Way Policy regarding placement of private improvements in public right-of-way and/or easement. Section 3.7 of the Regional Utilities Policies and Procedures states, "Regional Utilities shall not be responsible for repair of any damaged privately installed improvements in the public and/or private right-of-way and public and/or private easement that may be impacted by maintenance, upgrade, repair, etc., practices by Regional Utilities. This includes but is not limited to pavers, fences, landscaping, driveways, asphalt, irrigation, sidewalk, lighting, etc. Regional Utilities shall in no way be held liable for repair or replacement of said items." Please be mindful before placing such improvements in the right of ways in the future.



Above is a water meter in utility right-of-way surrounded by hardscaping.

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.

Anniversary Milestones

Regional Utilities is a great place to work! Please share in celebrating the employees' anniversaries at the five-year milestones. Many thanks go out to them for their effort and commitment throughout the years.

- Cory Reeves | 5 Years of Service
- Eugene Hayslip | 5 Years of Service
- Kristen Carroll | 5 Years of Service
- Eric Kuntz | 5 Years of Service

The foundation of our success is built on the commitment and dedication of our employees. We are proud that:

- 19% of our employees have worked for Regional Utilities for 20 or more years
- An additional 17% of our employees worked for 10 or more years



Kristen Carroll; Accounts Payable and Cory Reeves; Construction.
Not pictured: Eugene Hayslip; Maintenance and Eric Kuntz; Wastewater Operator. Thank you for your 5 Years of Service!

Accomplishments

Congratulations to Gary Lamb for passing the Wastewater Operator Class C license! Also, congratulations to Ryan Eldridge for earning the registered Electrical license.

Holiday Schedule

Regional Utilities will be closed on the following days:

Sept. 2	Nov. 11	Nov. 28 & 29	Dec. 24 & 25
Labor Day	Veterans Day	Thanksgiving	Christmas



What is WaterScope?

Have you ever wondered about your water consumption and thought how great it would be if you could see your usage at any time? Well.... You can! WaterScope was introduced to our water customers in 2021. This new customer support option provides water customers information such as meter readings, programmable water budget parameters and daily alerts for high reads. No longer do you have to wait until you receive your bill to see your water usage because your WaterScope account can be accessed from your computer, Apple or Android phone. It's simple to do. Just follow the instructions below and contact our office if you have any questions. Now you have the freedom to access your water consumption at any time or from any place.

What you will need to register on WaterScope:

- The Meter Number listed on your water bill
- Your Account Number, also listed on your water bill
- An email address to receive notifications

How to Register:

1. Visit www.waterscope.us and click on "Register"
2. Enter your Meter Number in the "VN ID" field
3. Enter your Account Number in the "Account ID" field
4. Click on "Apply"

- An email will be sent to you for password set up. You are now registered and are free to explore and navigate the WaterScope web portal, sign up for Alert Notifications and track your water consumption in high resolution.

- Once you are registered, you can also download the free mobile app for Apple or Android phones. Your login credential for the mobile app will be the same as for the web portal site.

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. 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.

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 utility emergencies.