

Florida Community Services Corp. of Walton County d/b/a Regional Utilities

ABATEMENT REQUEST FOR DISPUTED, UNUSUALLY HIGH CONSUMPTION

Account # _____

Contact Phone # _____ Service Address: _____

Regional Utilities may 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 in writing that Regional Utilities abate the charges within ninety (90) days after the high consumption. 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 high use (choose up to two consecutive)? _____

Unusually high consumption shall be defined as consumption which causes the water bill to be higher than historical usage. (i.e.: running toilets, running hoses, excessive water use either identified or unidentified.) 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 any additional material you would like considered with this request.

IF AN ADJUSTMENT IS APPROVED THE CALCULATION IS AS FOLLOW:

The abatement calculation will consist of removing the conservation tiers. In addition, The Customer will be required to pay their monthly bill based on the previous 12 months average for water and wastewater and the minimum charge per 1,000 gallons for water and wastewater usage per ERC. Additional wastewater adjustments will not be considered for high disputed water usage.

THE TERM OF THE ABATEMENT:

For Disputed High Water Consumption, Regional Utilities will consider a maximum of one (1) abatement, within a sixty (60) month period on each premises serviced.

I _____ am requesting that Regional Utilities abate the charges based on the information provided and agree to all terms of the abatement policy.

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