

Dear Customer:

This letter is to inform joint customers of South Walton Utility and Regional Utilities of a policy change that will become effective on March 1, 2019.

Effective this date, Regional Utilities will disconnect water service for any customer that is past due on their wastewater fees to Regional Utilities. The utilities have joined with one another to implement this policy to help insure the well-being and safety of our customer base and the environment.

Who will be affected by this policy change?

Those South Walton Utilities water customers that are being serviced by Regional Utilities for wastewater services.

What will the policy change mean for customers?

Customers that have a past due balance with Regional Utilities for wastewater fees will be subject to water disconnection. All disconnection fees associated with water disconnection will apply and service will be restored when proof that the past due account with Regional Utilities has been brought back to good standing.

Why is the policy change required?

Growing concerns between the utilities have resulted in this policy change. The need to disconnect sewer service for past due accounts with water service still available to the property can result in possible health concerns due to backups in the home or in the case of grinder services polluting the environment due to grinder pump overflows.

South Walton Utilities and Regional Utilities appreciate our customer base and feel that this inter-local agreement and policy change is the best way to maintain the safety and public welfare of our customer base. Our utilities will continue to work closely to insure the best possible customer service from both utilities.

If you have any questions or concerns, please do not hesitate to contact our offices at:

