

Dear Seasonal Customer,

Please be aware of recent changes at Lee County Utilities pertaining to seasonal residents. Effective May 1, 2019, all seasonal residents requesting a temporary disconnection of service will continue to be billed monthly base charges for each service provided, water and/or waste water. This does not impact those customers who do not request to have their service temporarily disconnected and there still is no need for those customers to inform Lee County Utilities of an extended absence.

Although the recent changes to the Operations Manual include a turn-off fee at the time of disconnection, it is not being charged this season. This will ensure equity for all customers by taking into account all those who have already left and those who will leave after the implementation date. Those who have requested a disconnection of service, will only be charged the forty-five dollars (\$45.00) connection service charge to turn on the meter upon return.

Starting in 2020, those who request the temporary disconnection of their water service will be charged a \$45.00 fee for turn off and a \$45.00 fee for the eventual turn on of the meter.

It is recommend that those concerned with water usage in their absence turn off their water at the house connection rather than requesting the utility to make two trips to turn on/off the water. Not only does this save on time, fuel, and other resources, this gives each customer control of their water.

This policy has been changed to be consistent with surrounding utilities, the past practice was not fair to permanent residents who paid the minimum fees year round and in effect subsidizes the seasonal residence who only paid these fees periodically.

This change does not impact just seasonal residents, it impacts all property owners. Lee County Utilities provides drinking water and sewer services to over a quarter million customers in homes and businesses throughout unincorporated Lee County twelve months of the year, and that number continues to grow rapidly. Water and wastewater systems provide service year round and all property owners will now contribute to the ongoing upkeep of the infrastructure.

If you have any questions, please refer to the Lee County Utilities Customer Service Operations Manual approved by the Lee County Board of County Commissioners December 18, 2018, located in the Customer Resource Center at [www.leegov.com/utilities](http://www.leegov.com/utilities).

Sincerely,

Lee County Utilities