



February 4, 2025

Dear Bocilla Utilities Customer,

In the aftermath of Hurricane Milton and the subsequent restoration efforts on the Island, the issue of meter boxes and lids has arisen. Bocilla Utilities staff have taken inventory of the materials needed and where, however, it is going to be a time-consuming process. Many of the meter boxes need to be extended due to their new depths, and lids could not be purchased for older boxes, requiring them to be replaced completely.

However, in the meantime, it has become a hardship on Staff to read the meters each month. They are having to continually dig out the meters and boxes from sand and debris month after month. Private contractors are reburying the boxes under sand while landscaping or covering them with debris from the property. Therefore, effective immediately, the utility will be assessing a \$50.00 fee to uncover a meter box due to intentional negligence.

Also, as a reminder, the utility has implemented the \$25.00 (\$50.00 after-hours) Premises Visit Charge, which is assessed when Staff visits a property to assess a service issue and it is found to be the customer's responsibility; or to valve service on or off at the customer's request.

As always, we are committed to providing you with safe and dependable water services. Your cooperation and patience are greatly appreciated as we continue to rebuild our Island.

Thank you,

The Staff of Bocilla Utilities
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