

Dear James Konish,

Thank you for your correspondence. We are pleased to advise that your account has qualified for a **water leak adjustment credit of \$2,483.88**, which has been applied to your account balance.

After the adjustment was applied, your account now reflects a remaining credit balance of **\$1,326.40**. This credit will be applied toward future invoices until the credit balance has been fully used.

The adjustment was calculated using available AMI usage data and your average monthly water consumption outside of the leak period, which is approximately **14 kgal per month**. Water usage during the leak period that exceeded your established average was credited back to the account for the period of **May 20, 2025, through August 18, 2026**.

If you have any questions or need further information, please contact Customer Service by email at customerservice@gru.com or by telephone at the numbers listed below.

Thank you for using our online service.

Sincerely,

Customer Service

City of Gainesville, Gainesville Regional Utilities

Phone: 352-334-3434

Toll-free: 1-800-818-3436

PO Box 147051, Station A117 Gainesville, FL 32614