

The following Frequently Asked Questions relating to sanitation information pertain only to those residents residing in Village Community Development District 12, which includes the portion of The Villages located south of State Road 44 in Sumter County. For additional information, please contact Finance Customer Service at (352) 750-0000.

How much is the sanitation fee?

The current monthly residential fee for the portion of The Villages south of SR 44 is \$20.35 per month. Commercial customers can contact Finance Customer Service at 352-750-0000 for a current rate schedule and an application for service.

Is this a permanent fee?

The collection of sanitation is part of your contractual declaration of restrictions.

When do I receive a bill for sanitation services?

The fee for the sanitation services is included on the monthly statement from South Sumter Utility (SSU).

What happens if I pay late?

Monthly bills are issued with specific due dates. Amounts not paid by the due date are subject to a \$5.50 late charge as provided in the rate rule.

Can I schedule the sanitation fee payment through an automated debit to my bank?

The entire South Sumter Utility bill can be set up for automatic draft, linked to existing bank accounts. The District cannot separate out the sanitation charge for an automatic debit service that is linked to existing bank accounts.

Does the fee include disposal of bulk items?

Yes. Please contact 352-750-0000 to schedule a bulk item pick-up.

How do I dispose of household waste and yard waste?

- Household waste should be placed in a sealed 20-30 gallon trash bag. Each bag should weigh no more than forty (40) pounds.
- Yard waste should be bundled, tied and placed at the end of your driveway. Tree limbs and branches may not exceed four (4) feet in length. Lawn clippings and similar yard waste should be placed in bags.

What if I don't know my collection days?

If you live in District 12, your sanitation services are provided on Tuesday and Friday. If you live in District 13, your sanitation services are provided on Monday and Thursday.

What if my collection day falls on a holiday?

Collection schedules will not be affected by any holidays this year.

Where do I place the trash bags on collection day?

Place the bags at the end of your driveway, at the edge of the street, no sooner *than 9 p.m. the day* before your scheduled pick up and no later than 6:00 a.m. the day of pickup.

Where do I dispose of bulk items that do not fit inside the bag?

Garbage too big, bulky or heavy to fit in a normal trash bag is considered a “bulk item.” Bulk items should be scheduled for a pick-up. Bulk items include furniture, large household trash, pallets, homeowner-generated remodeling debris, bicycles, lawn mowers, mattresses, loose items in open boxes, toilets, carpeting, fencing, lumber, computers, and other electronic equipment.

Bulk items should be placed curbside and at least three feet (3') away from your normal household garbage, mailboxes, utility poles, trees, gas or water meters, fire hydrants, cars, sprinkler heads or anything else that collection equipment could damage, or come in contact with. Do not mix bulk items or appliances or collection cannot take place.

How do I dispose of household hazardous waste such as paint and motor oil?

Do not place household hazardous waste (flammables, paint, poisons, motor oil, etc.) with the household garbage. For information on hazardous material disposal, please see the contact information for your county below:

- Sumter County: (352) 689-4400

What if my garbage isn't picked up?

In some cases, garbage collection is delayed by the volume being collected on that day. If you are concerned that your home or street has been overlooked, please call 352-750-0000.

What about recycling?

- Although our current collection program does not have a traditional separate recycling program, electricity generation through Energy from Waste Plants meet recycling definitions.
- All of your household waste is transported to the Covanta Energy from Waste Plant.
- This household waste is turned into electricity, which powers homes locally.
- In 2017, 81,302 megawatt hours of electricity energy were produced. This provided enough electricity for 7,195 local households.
- All of your household waste is conveniently collected all at once each Tuesday and Friday. Collecting all materials at one time reduces the number of weekly truck trips traveling through your neighborhood from four to two.
- Your sanitation services are being provided by cleaner and quieter collection vehicles powered by Compressed Natural Gas engines! Minimal noise and cleaner emissions enhance and protect our environment.
- More efficient service reduces carbon footprint, reduces wear and tear on roads, and minimizes traffic in your quiet neighborhoods. And finally, less fuel energy is used.