

The Villages®
Community Development Districts
Utilities

www.districtgov.org

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| District Office Use Only: Account #: _____ |
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Welcome to the Villages. The Village Center Community Development District appreciates this opportunity to provide your water utilities and welcome your comments, questions or suggestions. You may email us at utilities@districtgov.org.

WATER UTILITY SERVICE REQUEST FORM (Please print legibly)

Name(s) on Deed: _____

The Villages Service Address: _____

Closing Date: _____ Unit/Lot: _____

Customer Mailing Address for Billing: _____

Contact Phone #1: _____ Contact Phone #2: _____

Email address: _____

Water Service: The Village Center Community Development District provides the billing for 4 separate water utilities in the Villages: Village Center Service Area, Little Sumter Service Area, North Sumter County Utility Dependent District and Central Sumter Utility. Each utility has a rate schedule of base and tiered charges for consumption. Meters are read each month and bills are distributed based upon the meter reading cycle of the property. Payment is due within 20 days. A 5% late payment penalty is assessed on balances remaining after the due date of the bill.

The District shall be responsible for maintenance of the meter and delivery system upstream of the meter and the customer shall be responsible for maintenance of the delivery system and fixtures on the outlet side of the meter. Customers are responsible to pay for charges associated for all water that passes through the meter.

Combined Billing: As a convenience to customers the District has combined the billing of the deed covenant charges. The bills for homes in Sumter and Marion County include water, sewer, amenity and sanitation charges. The bills for homes in Lake County include water, sewer and amenity charges. The bills for homes in the Fruitland Park area of Lake County include water, sewer, amenity and sanitation charges.

Customer Billing Address: To insure that your bill reaches you in a timely manner please make sure that the Finance Customer Service Office has your correct and current mailing address. It is the customer responsibility to keep this information current. You can email address changes to utilities@districtgov.org or call us at 352-750-0000.

(Please Turn Over)

Utility Fee Schedules: Please visit www.districtgov.org. Click Departments — Click Utilities and then select your utility company.

Attention Seasonal Customers: Please be advised that as part of the deed covenants water, sewer, irrigation base charges and amenities and sanitation services are charged year round.

Scheduling Service Requests: We do not schedule appointments for service requests. Please provide at least two business days' notice for routine service requests. More complex requests (such as installing or removing meters and/or upgrading services) are scheduled and require more notice. Please ensure that all water faucets, inside and outside the location, are shut off when the service is turned on.

Termination of Water Service: Only occurs due to non-payment. Disconnection of water services result in a minimum reconnection fee of \$57.00 and payment in full of any past due balances. Meters are locked at disconnection of service and any tampering with the lock or meter will result in a fine to the owner or renter of the property.

Payment Options: The District accepts cash, check, money order, on-line check debit and credit cards, (Visa, American Express, Master Card and Discover) for payment. (Debit and credit cards and on-line check are processed by a third party and do charge a convenience fee) Please choose your appropriate utility service name to insure proper crediting of your account. You may also sign up for auto draft from a checking or savings account by completing the back portion of your payment stub or an ACH Draft form.

Water Conservation: The District is committed to comply with the Water Management District Consumptive Use Permit and promotes and adheres to Water Management Conservation Orders. It is the owner's responsibility to monitor home and irrigation system settings to avoid high usage.

First Bill: Your first bill should arrive within 30-45 days of activating service. District Emergency numbers, as well as other convenience information is listed on the reverse side of the bill. The District website www.districtgov.org is also an excellent information resource.

Our Customer Service staff is committed to providing the best possible service to every customer all of the time. Please feel free to contact us by phone 352-750-0000 or via e-mail, Utilities@districtgov.org.

In accordance with the District Rule, my signature below indicates that I have received and understand the obligations as documented on the Customer Application.

HOMEOWNER'S NAME (Please Print) _____

HOMEOWNER'S SIGNATURE _____

DATE: _____

District Office: 984 Old Mill Run, The Villages, FL 32162-1675 FAX: 352-674-1999

Email: utilities@districtgov.org