

Frequently Asked Questions

- **How many utilities are there in The Villages and how do I know which one applies to me?**

There are 5 utilities in The Villages. Which utility provides you service varies based on geographic location:

- **Village Center Service Area** (Lake County and District 1 in Sumter County) is owned by Village Center Community Development District.
 - **Little Sumter Service Area** (Districts 2 and 3 in Sumter County and District 4 in Marion County) is owned by Village Center Community Development District. EXCLUDES District 4 Phase IV Phillips (M232) / Soulliere (M233) / Chatham Acres (M839)
 - **North Sumter County Utility Dependent District** (Districts 5, 6, 7, 8 and a part of District 9 in Sumter County) is owned by North Sumter County Utility Dependent District.
 - **Central Sumter Utility** (Districts 9, 10 & 11) is a privately owned utility.
 - **South Sumter Utility** (Districts 12 & 13) is a privately owned utility.
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- **How often am I billed for water/sewer service?**
You are billed monthly for your water/sewer usage. To view a sample bill, please click on the following link: [Sample Bill](#)
 - **How often are meters read?**
Residential and commercial accounts are read approximately every 29-32 days.
 - **What are the base charges that appear on my bill?**
This charge represents the cost of providing utilities (water and wastewater services) in a ready state for use, regardless of whether the service is used during that time. Among these costs are meter reading, managing customer accounts and maintaining facilities.
 - **What is the tiered structure that appears on my bill?**
Each utility uses a tiered rating structure, which means that what you pay for water and sewer services increases as your usage increases.
 - **What happens if my bill is not paid by the due date?**
Please note the due date on your bill is generated based upon the cycle it is read. You and your neighbor may have different due dates. If your bill is not paid by the due date shown on the bill, your account will become delinquent. Your service may be disconnected and a late fee of 5% will be applied, with the exception of those served by South Sumter Utility where the late fee is \$5.00.

- **Could my high water bill be due to a plumbing problem?**

The customer is responsible for fixing leaks and plumbing problems from the meter to the home or business plumbing system. The customer is also responsible for paying for the costs of water and sewer associated with these types of leaks.

- **Where do I call for utilities line location before I dig?**

Digging in unmarked ground is very dangerous. Call 8-1-1 for free line location service 72 hours before you dig. Within 72 hours, electric, gas, water, wastewater, cable television and telephone lines, which are owned and maintained by each utility, buried on your property will be marked so you can dig safely.

- **If I have a pool or hot tub is there a re-filling discount on my water and sewer charges.**

Each homeowner is responsible for paying for all water consumption that passes through the meter. Discounts are not offered on filling or refilling pools or hot tubs.

- **How can I pay my bill?**

For your convenience, we offer several ways to pay your water/sewer service bill:

- **By phone** - You can pay over the phone using a MasterCard , American Express or Discover card by calling 352-750-000, Monday - Friday, except holidays from 8 a.m. - 5 p.m. EST.
- **Online** – To pay your bill online using our convenient and secure online bill payment service, click on the following link: [Online Payment](#)
- **In person** - You can visit us at the District Customer Service Center located at 984 Old Mill Run, Monday - Friday from 8:00 a.m. – 5:00 p.m.
- **By Drop Box** - a VCDD drop box is located at every Village postal station.

- **My water was shut off and I can't pay my bill. What can I do to have service restored?**

If you are having difficulty, please contact one of our Finance Customer Service Representatives at (352) 750-0000 to discuss your bill.

- **Will I have to pay to have my service reconnected if it is cut off due to non-payment?**

Yes, you must pay the balance owed which includes the disconnect/ reconnection fee. The fee varies if disconnect/reconnect is performed during either business or after hours Monday-Friday from 8:00 a.m. to 5:00 p.m.

- **How do I change my address for billing purposes?**

You can email your change of address information to Utilities@districtgov.org. Please make sure to identify your utility company name: Little Sumter Service Area, Village Center Service Area, North Sumter County Utility Dependent District, Central Sumter Utility, or South Sumter Utility AND your account number. You can also submit the

address change by completing the change of address section on the back of your payment stub and submitting it with your payment.

- **If my service is cut off and I pay my bill, how soon will service be reconnected?**
Service is generally restored within 1 hour of receipt of payment. Please be advised that all taps should be in the off position. Service staff will not restore service if water taps in the on position are detected within or outside the home. You should also secure all animals.
- **How do I determine if I have a leak?**
Make sure all the water is off in your home (no washing machine or dishwashers running). Go out to your water meter in the ground, remove the lid and see if the dial is moving. If the dial moves at all, and you are sure no water on your property is on, then there is a leak somewhere in your plumbing between where it starts at the meter and your home.
- **How do I report a leaky or broken meter?**
Call Finance Customer Service at (352) 750-0000 or email utilities@districtgov.org.
- **What should a customer do when a sewage backup occurs in the home/yard, etc.?**
If you experience a sewage backup, you should contact Finance Customer Service for assistance at (352) 750-0000. After hours (outside of Monday – Friday from 8:00 a.m. to 5:00 p.m.) or on the weekends, contact Community Watch at (352) 753-0550 for a technician to be dispatched.
- **Who is responsible for cleaning up sewage spills, overflows, etc.?**
Spills on private property or inside a private building are the responsibility of the property owner. Spills that occur due to intentional or unintentional diversion of flow from a sanitary or combined sewer collection and transmission system are the utilities' responsibility.
- **What is a work order service request?**
The work order's service request is a document that is generated by our Finance Customer Service to assist with one issue, problem, or question relating to a sanitary and combined sewer or storm water system. The work order request is designed to capture the caller contact information, concerns of the caller and results of the assessment.
- **What happens when I request a work order service request?**
When you contact Finance Customer Service, a customer service representative will enter your concerns into a database for tracking purposes. A service request will be generated and a technician will be dispatched to investigate the issues. Work orders are prioritized and results are usually completed within 5 business days for non-emergency issues.

The Villages®
Community Development Districts
Utilities

- **How are repair requests prioritized?**

Requests are prioritized based on three criteria: public health and/or safety, environmental impact and severity of the problem requiring repair.

- **What are issues that the Department does not address?**

Some of the problems that do not qualify for repair include:

- Broken or leaking gutters/downspouts
- Low spots between homes
- Properties where water stands
- Assessments or fixing irrigations timers
- Home plumbing systems

- **Still need help?**

We are here to help! Please contact us if you have any additional questions or concerns. E-mail us at utilities@districtgov.org or call Finance Customer Service at 352-750-0000.