

The Villages®
Community Development Districts
Utilities

Utilities - Frequently Asked Questions

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

There are 7 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 Utility (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 owned by North Sumter County Utility Dependent District.
- South Sumter Utility (Districts 12,13 & 14) is owned by Wildwood Utility Dependent District.
- Gibson Place Utility (Districts 15 and 16) is owned by The Villages.
- Middleton Utility Company is owned by The Villages.

How often am I billed for water/sewer service?

You are billed monthly for your water/sewer/irrigation usage. To view a sample bill, please click on the following link: [Sample Bill](#).

How can I pay my bill?

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

- **Online** - To pay your bill online using our convenient and secure online bill payment service, click on the following link: [Online Payment](#).
- **Auto-Pay by Bank Draft** - This program allows you to make utility/amenity/trash payments directly from your US financial institution's checking or savings account. If you choose this option, on your bill's due date, the balance on your bill will be automatically deducted from your checking or savings account.

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- **Pay by Mail** - A return envelope is provided with your bill. Please detach the top portion of your bill, insert your payment and stub in the envelope, place postage and deposit in a US mail receptacle.
- **By phone** - You can pay over the phone using a MasterCard, American Express or Discover card by calling 352-750-000 Monday – Friday from 8 AM to 5 PM (Excluding Holidays).
- **By Drop Box** - VCDD has a drop box at every postal station in The Villages. The VCDD drop box provides faster service for customers who do not need a receipt and want to save on postage. Please put your address and the correct utility name on the outside of the envelope and drop it in the drop box.
- **In Person** - You can make your payment in person Monday – Friday from 8 AM to 5 PM at any District Customer Service Center location:
 - Main Office located at 984 Old Mill Run in Lake Sumter Landing.
 - South Satellite Customer Service Center located at 4856 South Morse Blvd.
 - North Satellite Customer Service Center located at 1200 Avenida Central at La Hacienda Recreation.

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 include your account number. You can submit the address change by sending a separate paper request to 984 Old Mill Run, The Villages FL. You can latest call 352-750-0000 and speak to one of our representatives to make that change.

How often are meters read?

Residential and commercial accounts are read approximately every 28-36 days, once per month.

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.

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What happens if my bill is not paid by the due date?

The due date on your bill is generated based upon the cycle it is read. You may have a different due date than your neighbor. If your bill is not paid by the due date on the bill, your account will become delinquent. Your service may be disconnected and a 5% late fee will be applied, except for those served by Gibson Place Utilities or Middleton Utility where the late fee is \$5.50.

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 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 nonpayment?

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.

If my service is cut off and I pay my bill, how soon will service be reconnected?

Service is generally restored within 2 hours of receipt of payment. Please be advised that if you pay online, call 352-750-0000 to inform staff of payment.

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/hot tubs.

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 and is also responsible for the costs of water and sewer associated with these types of leaks. Leaks on city side, is the responsibility of the District, and this usage is not recorded through the meter, no this will not affect the residential/commercial usage.

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. A representative is available Monday through Friday from 8 AM to 5 PM for further questions.

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Can I install my own water use monitoring device in the meter box?

Customers are not allowed to install anything within the District-owned meter box or before the meter on city side. There is often not enough room within the box and any device could adversely impact meter operations, reading of meters via Bluetooth or wireless, and there is a risk of damaging the meter or other components. The District installed meter is the official meter and is the sole source for determining monthly consumption and billing, regardless of any readings by external devices.

How do I report a leaky or broken meter?

Call Customer Service Utilities 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 Customer Service Utilities for assistance at 352-750-0000 before contacting a plumber. After hours (outside of Monday – Friday from 8 AM to 5 PM) 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 Customer Service Utilities to assist with one issue, problem, or question relating to a water, irrigation or 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 Customer Service Utilities, 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. If a field technician doesn't contact you, a Utilities Customer Service representative will call you to go over findings.

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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 examples 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

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

Digging in unmarked ground is very dangerous. Call 8-1-1 or 800-432-4770 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.

I requested that my entire property be marked, but there are only marks in the front yard. What should I do?

District Utilities is only responsible for marking the utilities that we own and maintain. Utility lines located on the resident's private property is the responsibility of the homeowner to locate. To be sure you've done everything properly, check the utility responses so you are not waiting for marks that may not be placed. For more information visit <https://www.sunshine811.com/private-facilities>.

Still need help?

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