



## UTILITIES DEPARTMENT

### ***FREQUENTLY ASKED QUESTIONS ABOUT DISTRIBUTION***

***Q. Where do I go to apply for a new meter (irrigation, reclaimed, etc.)?***

A. Meters can be applied for at the Building Department located at City Hall (401 W. Venice Ave.)

***Q. I just had a meter set and the meter is locked. How do I get the meter unlocked?***

A. Once a meter is set and the plumber has completed his work, a backflow inspection needs to be performed by an Environmental Technician (941-480-3333 ext. 229). Upon the inspection being passed, the Technician will remove the lock and turn on the water.

***Q. The turn off valve at the house is broken. How did I get it repaired?***

A. The turn off valve is the homeowner's responsibility. You would need to contact a plumber to repair it.

***Q. Where does the City's responsibility begin on the service line?***

A. The area between the meter and the house is the homeowner's responsibility and the area between the meter and the end of the property is the City's responsibility. The City also maintains the meter itself.

***Q. I just received my water bill and the consumption is higher than normal. Who do I speak to?***

A. You can direct any of your questions regarding the utility bill to the Cashier's Office (941-486-2626).

***Q. I am going out of town and would like my meter locked. What do I do?***

A. Contact the Cashier's Office (486-2626 ext. 2030). If you are going to be out of town for less than 120 days, there is a \$35 fee.

***Q. How do I find out where my water and/or sewer lines are located?***

A. Call Florida Sunshine at 1-800-432-4770 and submit a request. The City of Venice will then receive a ticket and will go to property and mark appropriate lines at the City side. Should you need lines marked on your property, you would need to contact a private contractor.

***Q. Can I turn off the water at the meter myself?***

A. No. Should you need the water turned off at the meter and there is not a turn off valve in the meter box on your side of the meter, contact the Utilities Department at 941-480-3333 ext. 229.

***Q. My water has particles in it, an odor, and/or tastes bad. What do I do?***

A. Call Water Production at 941-480-3333 and ask to speak to the Chief Plant Operator.

***Q. Where is my meter located?***

A. Please call 941-480-3333 ext. 229 and a staff member can tell you where your meter is located.

***Q. I received a door hanger that states there was flow at the meter. What do I do?***

A. When you receive this door hanger, it is telling you that the red dial on your meter was spinning and no one was home. First, make sure all water is off (no toilets running, faucets dripping, etc.). Then go out and look at your meter. If the red dial is still spinning you may have a leak. You can do one of two things. One, pick up some leak detector tablets from City Hall or two, contact a plumber at your earliest convenience to locate the leak.

***Q. My water seems like it has low pressure. Can it be checked?***

A. Yes, contact the Distribution Division at 941-480-3333 to report the low pressure. Someone will visit your property to check the pressure.

***Q. My toilet is backed up. Do I have a blockage?***

A. If you have one toilet in your home, you may have a blockage outside. If you have multiple toilets in your home and only one is blocked up, it indicates an internal problem and you would need to contact a plumber. Should all the toilets be blocked up, this indicates a possible blockage outside. Please contact the Water Reclamation Facility (941-486-2788) and they will respond to your request.