



Utilities Water Department

Frequently Asked Questions

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

A. Call the Water Plant at (941) 480-3333 and ask to speak to the Head Plant Operator or Operations Supervisor.

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

A. The area passed the backflow is the homeowner's responsibility. The City also maintains the meter and backflow.

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

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

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.

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

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. Upon the inspection being passed, the Technician will remove the lock and turn on the water.

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

A. Contact the Cashier's Office (941) 486-2626 ext. 7389. If you are going to be out of town for less than 120 days, there is a \$35 fee.

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

A. Yes, contact the Field Operations Division at (941) 480-3333 to report 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.