



**Marion  
County**  
FLORIDA  
UTILITIES

## **CUSTOMER SERVICE GUIDE**

### Business hours

Monday-Friday

8:30 a.m.-4:30 p.m.

### Phone numbers

Office: 352-671-8510

Fax: 352-671-8511

After hours: 352-671-8510

Pay by phone: 352-671-8503

## **BILLING INFORMATION**

Our utility bills are generated monthly and are due and payable upon receipt. Your utility bill will indicate the water and/or sewer base charges and water gallons (in thousands) used. The meter number is also listed on your bill for your convenience.

Any bill that becomes delinquent is assessed a late charge. Delinquent bills are indicated as a previous balance on your bill statement. If you have a previous balance, your bill will indicate a cut-off date.

Please contact our office to verify that your payment has been received if you feel a previous balance has been listed in error.

Base charges accumulate regardless of whether your service is connected or disconnected. To monitor your consumption, your utility bill will show a graph of your current and previous twelve months usage.

### **NONPAYMENT OF SERVICES**

Previous balances that are not paid prior to the cut-off date indicated in your statement will be subject to service being disconnected. A reconnection fee, along with the previous balance, must be paid before services can be restored.

Reconnection services for accounts whose payments are made during business hours will most likely have service restored the same day. Requests made after regular business hours will be processed daily until 10 p.m. and will be subject to an after hours reconnect fee. All after hours requests must be paid by 10 a.m. on the next business day. Requests for reconnection services made after 10 p.m. will not be processed until fees are paid the next business day.

### **METERS**

Meters are the property of the county and need to be accessible at all times. Customers are responsible for all flows that pass through the meter. Irrigation wells cannot be connected to the service line running from the water meter to the house, as this could cause contamination of our water system should we experience a loss in pressure.

A meter test can be performed for a fee if you feel your meter is not registering accurately. As part of this process, we install a new meter and the old meter is taken to a test site, until an evaluation is scheduled. If the meter evaluation indicates you were over-billed, a credit will be issued for the test along with a credit on the over-charged use.

### **TAMPERING**

All water meters must be turned on or off by a Marion County Utilities representative only. Doing so yourself is prohibited and carries a \$250 tampering fine.

### **AFTER HOURS SERVICE FEE**

We are available 24 hours a day, seven days a week. A fee for services rendered outside of regular business hours may apply depending on the type of service provided.

If you have central sewer through Marion County Utilities and experience a sewer problem, please contact our office directly.

### **Marion County Utilities**

1219 S. Pine Ave.

Ocala, FL 34471

Email: [utilities@marioncountyfl.org](mailto:utilities@marioncountyfl.org)



Scan the QR code on the left with a smartphone to be directed to the Marion County Utilities website.

# BEING WATER WISE

There are many ways you can use water efficiently and save on your water bill. Below are just a few tips to help get you started on water-wise practices:

- Check your irrigation system for leaks. Be sure sprinkler heads are seating properly and not wasting water. Consider having a separate turn-off valve for your irrigation system in case you have a leak and need to make repairs.
- Take a reading of the meter before and after you irrigate. This will help you calculate how much water you use each time you irrigate.
- Repair faucet leaks and install low-flow aerators.
- Run only full loads when using your dishwasher or washing machine.
- As a precaution when going away for an extended period, consider turning off your outside house valve to prevent damage in case of a leak.
- Remember: when going on vacation, you will still have usage from your irrigation system running if you have not turned it off.
- Check toilets for leaks by adding food coloring to the water in the tank. If color appears in the bowl without flushing, there is a leak.

- Put mulch around trees and plants. Mulch slows evaporation of moisture and will discourage weed growth.
- Water your lawn only when it needs it. Look for signs such as curling leaves and footprints marks after stepping on it.

**FOR MORE TIPS OR TO FIND OUT ABOUT UPCOMING WATER EFFICIENCY WORKSHOPS, CALL 352-671-8672.**

## BE A LEAK DETECTOR

A high bill can mean you have a leak. Most meters have a flow indicator; it may be a small red or black triangle or, on newer meters, a faucet showing a drip. If the flow indicator is moving, this is a good indicator that you may have a leak. Approximately 50 percent of all households have some kind of plumbing leak. Faulty toilet tank valves, flappers or worn out washers account for most leaks. Toilet leaks tend to be intermittent, so keep an eye on them. Letting these leaks go unattended, no matter how minor they may seem, is a waste of our natural resources and will continue to increase your utility bill.

## FAUCET LEAKS

Whether in the kitchen, bathtub or shower, a leaky faucet can waste more than 20 gallons of water per day. Leaking faucets are usually caused by worn washers or “O” rings. Water lost can be more expensive than the cost of buying replacement parts.

## LEAK CHART

- 1/32” leak can waste.....73,992 gallons per year
- 1/16” leak can waste.....295,992 gallons per year
- 1/8” leak can waste.....1,183,992 gallons per year
- 1/4” leak can waste.....4,725,996 gallons per year

## HOW TO DETERMINE IF YOUR METER HAS BEEN MISREAD

1. Write down the numbers on your meter’s register from left to right. On older meters, it may look like a car odometer. On the newer, electronic meters, you may need to shine a flash light onto the meter screen to have the digital numbers light up.
2. Compare the numbers from the meter to the numbers stated on your utility bill under current reading. The numbers from the meter should be equal to or higher than the current read.
3. If the reading you took off the meter is lower than that of the current reading on your utility bill, you may have a misread meter. Contact our Customer Service Department at 352-671-8510, for a second read and bill correction, if applicable.
4. If the reading you took off the meter is substantially higher than the reading on your bill, you may have a leak and will want to check around your dwelling.

## CONTACT NUMBERS FOR OTHER COUNTY AND GOVERNMENT OFFICES

Animal Services	352-671-8700
Building	352-438-2400
Commission office	352-438-2323
Community Services	352-671-8770
County Engineer	352-671-8686
Fire Rescue	352-291-8000
Growth Management (Code Enforcement)	352-671-8900
Growth Management (Planning)	352-438-2600
Growth Management (Zoning)	352-438-2675
Health Department	352-629-0137
Human Resources	352-438-2345
Motor Vehicles	352-732-1267
MSTU/Assessment	352-438-2650
Parks and Recreation	352-671-8560
Property Appraiser	352-368-8300
Public Library System	352-671-8551
Public Safety Communications	352-671-8460
Solid Waste	352-671-8465
Supervisor of Elections	352-620-3290
Tax Collector	352-368-8200
UF/IFAS Marion County Extension Service	352-671-8400
Veterans Services	352-671-8422