

# The Villages®

## Community Development Districts

### Utilities

**\*\*Important information about your monthly bill from the Villages Community Development District (VCDD)- \*\*Some information may not apply if you live within the Villages but also within a family section, such as Middleton\*\***

#### **What does the VCDD bill me for?**

Depending on the location of your home your monthly bill may contain charges for water, sewer and irrigation consumption along with base fees, trash collection and/or the monthly amenity fees. The VCDD bills for 7 separate water utilities. Each utility has a rate schedule of base and tiered charges for consumption, which can be found on your monthly bill in the Rate section and on our website. Meters are read each month and bills are distributed based upon the meter reading cycle of the property. Payment is due within 20 days. A 5% late payment penalty is assessed on balances remaining after the due date on the bill (GPU and MU Utilities will have a penalty of \$5.50). Please note even if you are a seasonal customer water, sewer, irrigation base charges, amenities and sanitation services are charged year-round as per the deed covenants.

#### **When will I receive my first bill?**

First bills are generated approximately 4-6 week after your closing date. If you have not received your bill within 7-8 weeks after your closing date, please contact our office via telephone 352-750-0000 or via email at [utilities@districtgov.org](mailto:utilities@districtgov.org). Please remember to check your email if you requested paperless billing. You will receive your email from [no-reply@invoicecloud.net](mailto:no-reply@invoicecloud.net) so we ask you add this email to your contact list.

#### **Why is my first bill more than what I expected it to be?**

Your first bill is a prorated bill, which means you are being billed for more than one month of amenities and trash charges. These two charges are calendar month charges. Your first bill will start on your closing date and cover charges up to the month listed next to the line items entitled “Amenity” and “Trash”. It is not uncommon to be charged 2-3 months on your first bill. All following bills will only be for monthly amenity and trash charges. Another charge you will only see on your first bill is the “PO Box Fee” (not applicable with all homes). This is for upkeep and maintenance of your postal station. This is a one-time charge. Your water, irrigation and/or sewer consumption charges are based on reads we obtained on the service period listed on your bill. If you pre-paid money at closing it will be on your bill as a credit in the section entitled “late fees/adjustment”, Credits are represented by parenthesis ( ). Please review your bills monthly for important updates and reminders in the “Announcements” section.

#### **Will/can my amenity fee change?**

Yes, all homes in the Villages will have their amenities reviewed on the land sale date of the property. The land sale date is not when you purchased the property, it is the day the property was put up for sale by the Developer. Most homes are reviewed once a year, while some homes are reviewed every three years. The review is an adjustment of the amenity fee based on the current Consumer Price Index at the time of the properties land sale date. This is an inflation-based adjustment. You can review your Deed Restrictions to determine if your property has a one- or three-year CPI review. Currently only some homes in the VCSA utility have a three-year review.

#### **How can I sign up for Automatic Payments, Text to pay, make one-time payments or sign-up for paperless billing on my account?**

The District accepts cash, check, money order, on-line check, debit/credit cards, Pay Pal, Venmo and text to pay. Check payments can be mailed to PO BOX 2230, The Villages FL 32158-2230. We highly recommend that you register your account with **Invoice Cloud** which can be accessed on our website [www.districtgov.org](http://www.districtgov.org) in the “How do I?” sections, drop down to “Pay My Utility Bill” and register your account on **Invoice Cloud Online Payment**

**Services.** Invoice Cloud is our third-party payment vendor which allows you to view your account history and manage your electronic payments as well as paperless billing options.

**Questions/ concerns about water consumption:**

The District is committed to comply with the Water Management District Consumptive Use Permit and promotes and adheres to Water Management Conservation Orders. It is the owner's responsibility to monitor home and irrigation system setting to avoid high usage. Please visit **Water Wisdom** on our website [www.districtgov.org](http://www.districtgov.org) for helpful water and irrigation tips. The District shall be responsible for maintenance of the meter and delivery system upstream of the meter (from the meter to the street) and the customer shall be responsible for maintenance of the delivery system and fixtures on the outlet side of the meter (from the meter to the home). Customers are responsible to pay for charges associated for all water that passes through the meter. Should you need a further check on your services please provide at least two to five business days' notice for routine service request. More complex request (such as installing or removing meters and/or upgrading service) are scheduled and require more notice. We do not schedule appointments for service request.

**Can my Water Service be terminated?**

This can occur due to non-payment after 45 days. Disconnection of water services results in a minimum reconnection fee of \$110.00 and payment in full of any past due balances. Meters are locked at disconnection of service and any tampering with the lock or meter will result in a fine to the owner of the property.

**PLEASE FAMILIARIZE YOURSELF WITH OUR WEBSITE [WWW.DISTRICTGOV.ORG](http://WWW.DISTRICTGOV.ORG) AS IT WILL HELP YOU TO NAVIGATE THROUGH MANY AVAILABLE RESOURCES AND TOOLS TO ASSIST WITH HOME OWNERSHIP IN THE VILLAGES.**