

? Q & A with Utilities ?

UTILITIES DEPARTMENT

JULY 2003

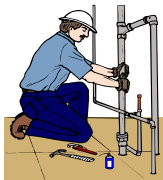
HELPFUL HINTS FROM THE UTILITIES DEPARTMENT

Are you having sewer problems?

Are your drains not flowing properly? If your drains are not flowing properly follow these helpful hints:

- (1) Take the cap off the clean out closest to the connection with the city sewer system.
- (2) If there is water standing in the pipe, call the Utilities Department at 486-2788.
- (3) If the pipe is empty, call your plumber (it will be your responsibility for repair).
- (4) If you can not find your clean out, run water in all drains to see if they are stopped up. If they are ALL stopped up, call the Utilities Department at 486-2788. If only some are stopped up, you will need to call your plumber.
- (5) Make sure that you keep the vents on your sewer system open (sometimes birds build nests on them).
- (6) Keep the clean out caps on at all times.
- (7) If you have been away for a while, run water in all of your drains. The traps may be dry, thus allowing sewer gas into your home.

IF YOU ARE NOT SURE IF THE SEWER PROBLEM IS YOURS OR THE UTILITY DEPARTMENT, CALL US FIRST AT 486-2788.

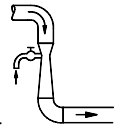


Are you having water problems?

Here are some common water problems and questions:

(1) Do you see water coming out of the ground on your property?

Check your meter to see if it is turning and no one else is using water. Call your plumber. Remember you have to pay for all of the water that flows through the meter. If you have a leak in your pipes where the water did not flow through the sewer, contact the cashier's office (486-2626 ext. 2027) for a POSSIBLE adjustment on the sewer portion of your bill.



(2) Do you have water quality questions?

Call 480-3333 and ask for a plant operator

(3) Do you have low water pressure?

Check the screen on your faucets.

Check all of your faucets to see if you have low pressure in all of them. If you have low pressure throughout your house, contact the Utilities Department at 480-3333. If only some areas of your house have the problem, it will be your responsibility.

Drain your hot water tank and re-fill.

(4) Do you have concerns about high consumption?

Check your meter to see if any of the dials and/or sweep hands are turning when you are not using water. If anything is moving, call a plumber.

There are dye tablets available at the information desk at City Hall. You place a packet in each toilet tank in your home or office. If the water turns blue in the toilet bowl, you need to call a plumber.

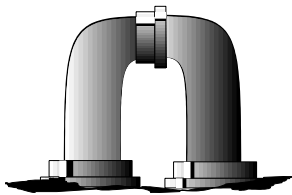
Call Cashier's Office at 486-2626 ext. 2027. They will review your account with you. If they are unable to answer your questions, they will send the Utilities Department a work order to investigate your concerns.

WE ARE ABLE TO ATTACH A FLOW RECORDER TO YOUR METER THAT WILL GIVE YOU A RECORD OF WHAT WATER FLOWED THROUGH YOUR METER. THE REPORT WILL TELL YOU HOW MUCH, WHAT RATE OF FLOW, AND WHEN. WE CAN TEST YOUR WATER METER FOR \$35.00.

What is cross connection and backflow?

Cross connection is a permanent or temporary piping arrangement which can allow your drinking water to be contaminated under certain conditions if a backflow situation occurs.

Backflow is just what it sounds like: the water is flowing in the opposite direction from its normal flow. With the direction of flow reversed, due to a change in pressures, backflow can allow contaminants to enter your drinking water system through cross connection. With a backflow preventer in place, contaminants are prevented from entering your drinking water.



If you have any questions regarding cross connection, contact the Utilities Department at 480-3333.

Do you have questions regarding reclaimed water?

For low pressure concerns, contact John Saputo at 486-2788.

For questions about consumption, contact Cashier's Office at 486-2626 ext. 2027.

If you see a leak, contact 486-2770.



Are you going out of town?

If you are going out of town for an extended period of time follow these tips:

(1) Turn off the electric to your hot water heater and drain all the water out.

(2) Make a written request to the City of Venice to have the Utilities Department lock your meter and get a read on it. The Utilities Department will put a seal on the valve. You must give Utilities three days' notice to get water turned off or back on.

(3) You should have a valve on your side of the meter that can you operate if you have a leak on your side.

UNDER NO CIRCUMSTANCES ARE YOU PERMITTED TO OPERATE THE VALVE ON THE CITY'S SIDE OF THE METER.



? Any other related utility questions can be answered by:

- 1) calling (941) 480-3333
- 2) see our website at www.venicegov.com



City on the Gulf
Venice, Florida