

waterline

N E W S



August/September 2010



Online billing reduces waste and saves you time and money.

Receive your bills online

Online billing has come to Volusia County Water Resources and Utilities!

To sign up for e-billing, send an e-mail to ajohnson@co.volusia.fl.us or visit www.volusia.org/publicworks/water.htm and click on "Access your account." Make sure you have the billing identification number on your bill.

Once you're signed up, you can pay your bill online or through your bank's bill pay center.

Update your phone number

Volusia County's billing office makes periodic courtesy calls to customers. We may need to tell you we have discovered you are going to be receiving a higher bill than normal, suspect you may have a leak, or your bill has been returned to us.

To update your phone number, please call 386-736-5971 or send your name, phone number and address to kredstone@co.volusia.fl.us or ajohnson@co.volusia.fl.us.

Did you know?

There is the same amount of water on earth as there was when the planet was formed. Unfortunately, people use fresh water faster than it can be replenished naturally.

Rebates, credits available to county water customers

As part of an ongoing water conservation program, Volusia County Water Resources and Utilities is offering opportunities for rebates.

Ultra-low-volume toilets

Volusia County Water Resources and Utilities customers can receive a \$50 credit on their water bill if they install a new high-efficiency toilet that uses 1.28 gallons or less.

High-efficiency washers

The average American family washes almost 400 loads of laundry each year. Families can cut their energy costs by more than one-third — and the water costs by more than half — just by purchasing a new high-efficiency clothes washer. Volusia County is offering up to a \$100 credit to customers who purchase a qualifying washer.

High-efficiency dishwashers

Residents who are using a dishwasher made before 1994 are paying an extra \$40 each year on their utility bills. New high-efficiency dishwashers use 31 percent less energy and 33 percent less water while delivering excellent cleaning performance. Rebates of \$50 are available for Volusia County customers who purchase qualifying appliances.

For more information and rebate forms, please contact Volusia County Water Resources and Utilities at 386-943-7027, ext. 3291; wlindberg@co.volusia.fl.us; or dwise@co.volusia.fl.us.

Glaciers store about 73 percent of the world's fresh water and cover 15 million square miles. If all land ice melted, the sea level would rise about 230 feet.

www.volusia.org/publicworks/water.htm

Know your watering days

Time of year	Odd-numbered or no address	Even-numbered address	Businesses
Daylight saving time*	Wednesday and Saturday	Thursday and Sunday	Tuesday and Friday
Eastern Standard Time	Saturday	Sunday	Tuesday

*Daylight saving time begins the second Sunday in March and ends the first Sunday in November.

Watering is not allowed between 10 a.m. and 4 p.m.



WATERWISE PLANT – With its tall wispy wands of lavender or blue flowers, Russian sage is an important player in summer and fall gardens. This perennial plant blooms from midsummer to fall, is drought resistant and attracts butterflies. The aromatic leaves are oblong and deeply cut along the edges. It needs excellent drainage and prefers full sun, but will tolerate light shade. The plants reach three to five feet in height and up to three feet in width.

Frequently asked questions

Q: Where can I pay my water bill in person?

A: For a list of authorized payment centers, look at the bottom of your bill or call 386-943-7027 in West Volusia, 386-257-6000 in Daytona Beach, or 386-423-3300 in New Smyrna Beach. Payments made at any other location may be delayed up to 10 days. To ensure prompt processing, make your payments at an authorized location.

Q: I didn't receive my bill. What should I do?

A: Call customer service at 386-736-5971. Non-receipt of a bill does not relieve the customer from payment obligation or late fees.

Q. My service was disconnected. How can I get reconnected quickly?

A. If you pay your bill at an authorized payment center after having been disconnected, let the customer service representative know so the correct amount will be collected. This will expedite your return of service. Once you submit your payment, your service will be reconnected before the end of the business day.

Water Resources and Utilities

Customers can pay their water and/or sewer bills with automatic withdrawal from their checking accounts. There is no charge for this service. To apply for automatic withdrawal, please call 386-736-5971.

Payment also can be made online at www.link2gov.com or by calling 877-729-9287. A convenience fee is charged for these services.

Stock up on bottled water for hurricane season

Hurricane season started June 1, and we haven't seen much activity yet, but forecasters expect things to pick up. Are you prepared?

Make sure your disaster supply kit has at least one gallon of water per person per day for five to seven days. Your water storage container should be of food-grade quality, such as two-liter soda bottles, with tight-fitting screw-cap lids. Milk containers are not recommended because they don't seal well. If you plan to use commercially prepared "spring" or "drinking" water, keep the water in its original sealed container.

Change and replace the water at least once a year. Once you open the bottle, use it and do not store it further.

For more information, please visit www.volusia.org/publicworks/water.htm or call:

- 386-943-7027 in West Volusia
- 386-257-6000 in Daytona Beach
- 386-423-3300 in New Smyrna Beach



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