



Volusia County Water Resources and Utilities has representatives to answer your questions Monday through Friday, 8:00 AM - 5:00 PM. You may quickly find the answer to your question on this list of frequently asked questions.

Q: [How am I billed?](#)

A: You are billed availability and usage charges monthly based on the usage for the month. The usage charge is the difference between your present and previous read, as itemized on your statement.

Q: [What are the availability charges on my bill?](#)

A: Availability rates are simply a flat rate to make the listed services available to your property. These fees cover the Utility's costs to provide these services. These costs include electricity, chemicals, equipment, labor, and testing. Volusia County Water Resources and Utilities has to cover these costs monthly, whether a customer uses the services or not. The availability rates also make water available to your home in the event of a fire.

Q: [Where can I make a payment?](#)

A: Payments can be made by cash, debit card, or check in any of the 4 County Tag Offices throughout the County. The locations are listed on the bottom section of your monthly statement. ** AMSCOT, Wal-Mart, and other local convenience stores are NOT authorized payment locations.

Q: [Can I pay over the phone?](#)

A: Yes. Payments can be made by telephone or over the internet. To pay by phone, please call 1-888-283-1127. There are additional fees for this payment option.

Q: [Can I pay over the internet?](#)

A: Yes. Payments can be made over the internet as well. Please visit www.payment-express.net/pub/volusia/UTLWEB/pos/bill/search to pay over the internet. There are additional fees for this payment option.

Q. [When is my bill due?](#)

Your bill's due date will print on the bill. The due date is 20 days from the date the bill is mailed. If the payment is not received on the due date, your account is then delinquent and subject for interruption.

Q. [How do I read my meter?](#)

Meters are read from left to right. Although there are several numbers on the face of the meter, Volusia County Water only bills for thousands. (See image below for example).



This meter read for billing purposes is 2465. The numbers in black are not billable numbers. Suppose the next read taken from this meter is 2470410. The bill would be for 5,000 gallons. This is the difference between the new read of 2470 and the read in the image of 2465.

Q. [Why are the rates so high?](#)

Rates do vary throughout the state of Florida. A recent study has shown that Volusia County Water is mid-range for the state.

Q. [Why is there a reconnect fee if my services have been interrupted?](#)

This fee covers both the trip to the home to turn the services off and the return trip to unlock the meter.

Q. [Why can't I turn the meter on myself?](#)

You probably can. However, the possibility of contamination or significant water loss exists when a non-utility employee operates the devices. In the event that the meter is tampered with, a \$100 tampering fee, per incident will be charged.

This is a short-list of the many questions you may have. If your question was not answered here, please feel free to contact customer service at 386-736-5971.