

## Utilities Department Customer Questions:

- **Can I close my account to avoid being charged for utilities?**
  - No, however, we are currently allowing customers who plan on not using their water for an extended period of time to suspend their accounts.
  - When your account is suspended, your meter will be turned off and locked; you will only be billed for stormwater.
  - If your account is not suspended, you will be billed base fees even if you are not living on the property. (Base fees include C. Reserves, Water, Sewer, and Stormwater)
  - If you sell your property, you can close your utility account when you are no longer listed as the property owner on LEEPA.
  
- **Why is it so hard to get ahold of the utilities department?**
  - Our call volume is very large for 2 staff members, we are in the process of hiring additional staff members to be available to the community.
  - Email is the easiest way to get a response from the utilities department in regard to something that does not need immediate attention.
    - We can be contacted at [Utilities@fmbgov.com](mailto:Utilities@fmbgov.com) or [Smatuska@fmbgov.com](mailto:Smatuska@fmbgov.com).  
Please include: Name, Address, Phone Number, Home Owner or Renter, and Account Number if possible.
  
- **Who should I contact if I have an issue with my bill?**
  - Steve Matuska – Utilities Manager (239) 765-0202 Ext. 1500
  - Roxanne Frank- Utilities Customer Service/Billing Supervisor (239) 765-0202 Ext. 1501
  
- **What's the best way to pay my bill?**
  - Customers can pay their bill online at: [www.eonlinebill.com/ftmyers](http://www.eonlinebill.com/ftmyers) , checks can be mailed or dropped off at Town Hall with the Receptionist, or Utilize Auto Pay Enrollment.
  - If you pay with a credit card over the phone, the same 3.5% processing fee applies as it does online.
  
- **What do I need to provide to open a new account?**
  - When opening a new account, please make sure you complete an application for new water service and a copy of your driver's license. Please be prepared to make a new account deposit; Deposits start at \$185.
  
- **What is the purpose of the cut and cap prior to demolition? Are they still necessary?**
  - The purpose is to prevent unnecessary damage and/or unnecessary breaks to the water supply during the demolition of a property.
  - Cut and caps are still necessary along with an inspection to verify this has been completed prior to demolition.

- **Do I call the Utilities Department for flooding and drainage concerns?**
  - Stormwater, drainage, or flooding concerns can be addressed by sending an email to Steve Matuska at [smatuska@fmbgov.com](mailto:smatuska@fmbgov.com) or Paresh Patel at [ppatel@fmbgov.com](mailto:ppatel@fmbgov.com)
  
- **Stay alert by signing up for CodeRED**
  - Stay up to date with emergency situations and critical community alerts (Boil Water Notices)