

# Frequently Asked Questions

1. How do I report a problem or ask a question about services?
  - a. **Call: 888-228-2134**
2. How do I transfer the water, wastewater and irrigation quality water over to my account?
  - a. Service can be established by completing the Utility Service Application and submitting it to customer service at [mywaterservice@opus21ms.com](mailto:mywaterservice@opus21ms.com)
    - i. [Water Utility Service Application](#)
    - ii. [Irrigation Utility Service Application](#)
3. How do I disconnect service permanently or seasonally?
  - a. Service can be terminated or suspended by filling out the **Account Termination** at [sunbridgesd.com/water-utilities/stop-services](http://sunbridgesd.com/water-utilities/stop-services)
4. How do I change my mailing address / contact information?
  - a. Contact customer service by **phone at 888-228-2134** or via **email at [mywaterservice@opus21ms.com](mailto:mywaterservice@opus21ms.com)**
5. Do I have to pay each month even if there is no usage?
  - a. Yes, base facility charges are due monthly.
6. Why does my water smell like metal or plastic?
  - a. The plumbing in many new homes adds a distinct odor to the water until enough water flushes out the new pipe.
7. What do I do if my bill seems high?
  - a. Change in consumption of water is based on a change in the customer's usage of water or there may be a leak in the piping between the meter (on the customer side) and somewhere within the home. Check out the pages below to help better determine!
    - i. Toilet leaks, Faucet dripping (See [Toilet Leak Testing](#))
    - ii. Bill could be for more days this month versus the previous months
    - iii. More usage as it relates to irrigation (See [High Bill Checklist](#))
    - iv. Washing of vehicles, siding, new plants, pressure washing, etc.
    - v. Changes in the usage patterns of equipment – Water Softener, irrigation timers, dishwasher, washing machine use, etc.
    - vi. Replenishing pools
    - vii. Recent digging in the yard causing damage to piping.
8. Irrigation Control
  - a. Florida friendly landscaping requires less watering. Average use for irrigation is approximately 2,000 gallons per month. Bills are primarily based upon your usage.
  - b. During rainy season, irrigation can be minimized to further conserve water resources. It is important that homeowners understand how to operate and program their irrigation controllers to their usage and minimize their bills, while conserving this precious resource.

9. How do I make payments?
  - a. [Pay online](#)
  - b. Pay by phone:
    - i. Customer can make payments by phone, by **calling 1-844-500-7358**
  - c. Pay by check:
    - i. **For Irrigation Services** make checks payable to: Irrigation Systems, LLC
    - ii. **For Utility Services** make checks payable to: Sunbridge Stewardship District
      1. Mail payments to:  
**PO Box 151245**  
**Cape Coral, FL 33915-124**
10. What if I have a water or wastewater related problem?
  - a. Contact customer service at **888-228-2134** (24/7/365)
11. Where can I find utility forms and information about policies and procedures?
  - a. Go to <https://sunbridgesd.com/water-utilities>
12. What are the initial fees?
  - a. For current rates and fees, please see the Potable Water, Wastewater and Irrigation Quality Water Rates and Fees Schedule:  
[Water and Wastewater Irrigation Services](#)
13. How are Usage fees calculated?
  - a. Usage fees for potable water and irrigation quality water are billed based on meter readings in 1,000 increments. Wastewater (Sewer) is billed based on potable water use.
14. Why was a boil water notice issued?
  - a. The Utility issues a boil water notice anytime water in the line drops below a certain pressure or the pipe has an integrity break (break in the line). This can occur for several reasons, such as an unexpected break in the line or when the Utility interrupts service to facilitate repairs or improvements. This may also occur during power outages due to storms, etc. In most cases, a boil water notice is issued as a precaution and simply means you should bring your water to a rolling boil 3-5 minutes for cooking and/or drinking, or alternatively use bottle water.
    - i. **NOTE:** The utility cannot remove the boil water notice until the appropriate State agency reviews the sampling test results and deems the situation has been resolved. The agency provides the notification to the Utility who then will notify all effected customers. Typically, a boil water notice is in effect for up to 3 days.
15. How can I find out any notices or information?
  - a. Each month you will receive a bill from the Utility. The “Message Center” on the bill is a space provided for the Utility to provide important information concerning scheduled outages, need-to-know information concerning any future changes, and possible information the utility wishes to get across to all customers.

16. What should I do if I have a leak either from the meter to my home or within my home?
  - a. The utility is only responsible for any leaks prior to the meter (in the utilities lines). It will be up to the customer to rectify any leaks they might have. The utility cannot work on or repair any leaks on the customer's side of the meter. They utility recommends that you contact a professional to further identify where your leak is occurring and rectify the situation.