

# Welcome Home

Dear Homeowner,

Welcome To The Villages and your new home, we're so glad you're here!

We know you must be eager to explore The Villages lifestyle and all that it has to offer. While you're unpacking your boxes and settling into your new home, we'd love for you to take a few minutes to [share your feedback](#) on your new home construction and orientation experience. We strive to continually improve our products, services and experiences and your thoughts will give us the opportunity to learn.

Thank you in advance for your feedback, time, and of course, for choosing The Villages as your new hometown.

Warmest Regards

On behalf of all of us in Residential Construction & Home Warranty

**Mike West**  
*Senior Vice-President*

## Enjoy your new home

[GIVE US YOUR FEEDBACK ONLINE](#)

# First Things First...

Some settings to your home systems have been preset during construction. When you arrive at your new home we recommend you familiarize with the location and the settings of these systems and adjust them to your personal comfort.

**YOUR MAIN WATER SHUT OFF** is located in the garage on either side at the bottom. Please turn the red or blue valve a ¼ turn to where it is even with the pipe.

**THE THERMOSTAT** is set at 80 in the summer and 60 in the winter. It is conveniently located on the wall in your home.

**THE SPRINKLER SYSTEM** may have been pre-set to run everyday. This is so the new sod will get enough water to allow it to flourish. Please contact your landscaper to set up for an orientation as soon as possible. They will explain the use of the sprinkler system and how it operates.

# Contract Review

Homeowner Name: \_\_\_\_\_ Closing Date: \_\_\_\_\_

Unit/Homesite: \_\_\_\_\_ Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Superintendent: \_\_\_\_\_

| Item     | Contract Items to Review |
|----------|--------------------------|
| 1. _____ | _____                    |
| 2. _____ | _____                    |
| 3. _____ | _____                    |

Received architectural review committee pamphlet with satellite dish information: \_\_\_\_\_  
Buyer's Initials

## Kitchen

Sink: \_\_\_\_\_ Fixtures: \_\_\_\_\_ Countertops: \_\_\_\_\_

Flooring: \_\_\_\_\_ Appliances: \_\_\_\_\_

Manuals: \_\_\_\_\_ Paint Touch Up Kit: \_\_\_\_\_

## Master Bath

Sink: \_\_\_\_\_ Fixtures: \_\_\_\_\_ Countertops: \_\_\_\_\_

Toilet: \_\_\_\_\_ Shower Enclosure/Tub: \_\_\_\_\_

Mirrors: \_\_\_\_\_ Flooring: \_\_\_\_\_

## Guest Bath

Sink: \_\_\_\_\_ Fixtures: \_\_\_\_\_ Countertops: \_\_\_\_\_

Toilet: \_\_\_\_\_ Shower Enclosure/Tub: \_\_\_\_\_

Mirrors: \_\_\_\_\_ Flooring: \_\_\_\_\_

Flooring (not listed above): \_\_\_\_\_

Sod \_\_\_\_\_

With the exception of the contract items to review above, the Superintendent has provided me with all selections I/we have contracted. I/we have also inspected the above items and find them free of flaws with the exception of those items that are to be repaired. In addition, I/we have or have received a copy of The Villages Homecare and Maintenance Guide at the time of home purchase or have been provided one by my Superintendent on this date.

\_\_\_\_\_  
Buyer's Signature

\_\_\_\_\_  
Date

[FILL OUT CONTRACT REVIEW ONLINE](#)

Home Warranty Office  
Construction.Services@TheVillages.com

HWD011\_0823



# Buyer's Checklist

PLEASE COMPLETE WITHIN (7) SEVEN DAYS FROM THE DATE OF CLOSING.

Please go through your home, room by room, and carefully check that all items are in satisfactory condition. Pay special attention to cabinets, plumbing, windows, and any touch-up painting needed. *(Touch-ups will only be completed when noted on the buyer's checklist.)*

We will do our best to bring the items that require improvement up to satisfactory condition, consistent with the standards of construction in the area of jurisdiction, and with our Builder's Structural Warranty.

This information will be forwarded to your building superintendent for review. The contractors will reach out to you directly to schedule all appointments.

GENERAL INTERIOR: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

GENERAL EXTERIOR: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ADDITIONAL COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
**Homeowner's Signature**

\_\_\_\_\_  
**Unit/Lot**

[FILL OUT BUYER'S CHECKLIST ONLINE](#)

# Home Care Recommendations

|  | Once a year | Quarterly | Every 6 Months |
|--|-------------|-----------|----------------|
| <b>Carpet</b><br>Professionally cleaned: Manufacturer recommends heat extraction method                              | ●           |           |                |
| <b>ARC Fault Breakers and GFCI Breakers</b><br>Test and re-set   |             | ●         |                |
| <b>Caulking</b><br>Counter tops - Sinks - Tile Showers - Exterior Thresholds   |             |           | ●              |
| <b>Dyer Vent</b><br>Clean vent periodically on roof  |             |           | ●              |
| <b>Change Batteries in Smoke and C.O. detectors</b>  |             |           | ●              |
| <b>Change Air Filter</b>   |             |           | ●              |
| <b>Flush Condensation Line with warm water</b>   |             |           | ●              |
| <b>Exterior Fiberglass Doors with Stain Finish</b><br>May need to redo top coat yearly to prevent drying & cracking  | ●           |           |                |
| <b>Block/Pre-Cast Homes</b><br>Caulk and repaint exterior cracks as needed<br>Check caulking around exterior windows |             | ●         |                |
| <b>Frame Homes</b><br>Siding will need to be washed  |             |           | ●              |

[SEE FULL HOME CARE MANUAL ONLINE](#)

# Your HVAC System

Your HVAC is key to your comfort in your home in Central Florida's climate. The Villages Home Warranty office would like to take this opportunity to remind everyone that it is a good idea to have a regular maintenance agreement with the original installer of the equipment.

Regular maintenance of your home's heating and cooling system can optimize its efficiency, prevent future problems and help troubleshoot comfort issues. Scheduling off-season check-ups with a qualified heating and cooling professional will help keep your system running at peak performance and help prevent system failure during the heating and cooling season.

We also would like to make you aware of our Extended Service Plan on your builder installed refrigerant lines. The Villages will repair or replace your HVAC copper refrigerant lines if there is leaking/failure due to corrosion for 10 years from the original closing date of the home.

Specifically excluded from this Extended Service Plan would be any parts manufactured by the HVAC Company (i.e. Carrier ). These parts would be covered under the Manufacturers warranty or extended warranty if purchased by the original homeowner under its terms.

Also specifically excluded from this Extended Service Plan would be any leaks caused by severe weather, lawn maintenance, other damage or some homeowner or their affiliates' action.

All request for work under the Extended Service Plan must go through The Villages Warranty Department so that the obligations of the manufacturers and installers can be maintained. All future service work not going through The Villages Warranty Department will void this Extended Service Plan.

 [LEARN ABOUT YOUR HVAC SYSTEM](#)

# Your Irrigation System

## Tips to save water, save money!

- Turn your irrigation timer off after rainfall events and let your lawn “tell” you when you need to turn the timer back on.
- If a particular zone begins to show signs of stress, only set the irrigation system to irrigate the stressed zone, don’t run the entire system.
- Rain sensors should be checked monthly to ensure that they are not clogged with debris.
- our irrigation system settings should also be checked monthly to be sure that it is operating on the proper day and time, and to verify that no “extra” start times are accidentally turned on.

The amount of irrigation needed varies depending on the time of year, rainfall and soil conditions. It is important to remember not to irrigate just because it is your scheduled day. Irrigation systems should only be operated when the lawn begins to show signs of stress, some examples are listed below:

- Lingering footprints or mower tracks
- Grass blades or leaf blades begin to close lengthwise
- The top few inches of soil feel dry

To assist with the correct use of your irrigation timer as well as copies of the Owner’s Manuals, visit [TheVillagesWaterWisdom.com](http://TheVillagesWaterWisdom.com). There are several videos specific to your type of timer that offer easy to follow informative instructions.

 [LEARN ABOUT YOUR IRRIGATION SYSTEM](#)

# Community Standards and Architectural Review Board (ARB)

984 Old Mill Run The Villages, FL 32162

Monday- Friday 8am-5pm | 352-751-3912 | [Districtgov.org](http://Districtgov.org)

The Community Standards Department is committed to upholding the high standards of our community's design, construction and aesthetics. Architectural Review ensures every home modification is constructed of appropriate materials and built to complement the natural and man-made surroundings. The ARB process is purely administrative in nature. The issuance of permits or variances is through the appropriate city or county building department. For any questions or additional assistance please contact us at 352-751-3912.

|  |                     |
|--|---------------------|
| <b>Town of Lady Lake Building Department</b> | <b>352-751-1511</b> |
| <b>Lake County Building Department</b>       | <b>352-343-9653</b> |
| <b>Marion County Building Department</b>     | <b>352-438-2400</b> |
| <b>Sumter County Building Department</b>     | <b>352-689-4460</b> |

## COMMUNITY STANDARDS

As a Deed Restricted Community, Community Standards aids in upholding our Declaration of Covenants and Restrictions guidelines. It is important to familiarize yourself with your particular set of deed restrictions. You can access this list on [MyFamilyDistrict.org](http://MyFamilyDistrict.org). All concerns about possible deed restriction violations may be provided to the Deed Compliance Division by phone, in person, or by email.

## ARCHITECTURAL REVIEW DIVISION

The ARB is responsible for approving any and all external alterations, changes or modifications to the property and home as built by the Developer. This requirement for prior approval includes, but is not limited to: change in house color, porch or patio enclosures, canopies, awnings, garage screens, additional concrete, coloring of walkways and/or driveways, landscaping, tree removal over (4) inches in diameter, and modifications to previously approved plans. An application with a site plan must be submitted and approval granted before work is started. All modifications to the exterior of your home and property (including landscaping) must be approved in advance by the ARB.

*ARB meetings are held every Wednesday in their District Office at the address listed on the top of this form. Results are available the following Friday after 2pm on their website or by calling directly into the office.*

*To obtain an ARB Application or find out more information, please contact Community Standards at 352-751-3912 or visit [MyFamilyDistrict.org](http://MyFamilyDistrict.org)*



# Lawn Care Guide

## Maintaining St. Augustine Grass

### IRRIGATION\*

- Provide adequate water to avoid wilting or stress; the amount will vary as the seasons change.
- A target amount is 1" per week in times of no rain or excessive heat (once established).
- Watering in the early mornings is ideal.
- For hot spots in the lawn, you can hand water in the middle of the day to cool the grass down.
- Your irrigation system should have a rain sensor to allow for shutdown during rain events.

### MOWING

- The majority of mowing needs will be from May 1st – September 30th.
- Use sharp blades to ensure a clean cut.
- Leave clippings on the lawn to act as natural fertilizer (bagging is ok if preferred).
- A recommended mowing height is 3.0"-4.0".
- Avoid waiting too long between mows. Mowing should reduce the height of the grass by no more than 1/3. Cutting off more will lead to 'scalping' which will injure the crown of the plant and ultimately stress the grass.
- Change the mowing pattern from time to time to avoid excessive traffic.
- Be careful not to weed-eat excessively in the same spots in the Fall and Winter; this will have the same effect as scalping with a mower.

### FERTILIZING\*

- A recommended fertilizer program for St. Augustine grass is an application of a dry granular fertilizer in the Spring, a time release fertilizer in the late Spring, and dry granular fertilizer again in the Fall. Substitutions to the program can be made depending on desired performance and presence of weeds and insects.
- Avoid applying dry fertilizer to wet grass.
- Lightly water dry fertilizer applications when complete.
- Be cautious if using weed and feed fertilizer products (read label and follow instructions).
- Avoid applications ahead of rain events to avoid leaching of nutrients.
- There are many fertilizer products to choose from. Whether you are applying it yourself or hiring a service, just remember that grass requires nutrients to survive and thrive. Letting your lawn become hungry and weak will only increase the threat of insects and disease.
- ***There is no "one model fits all" approach to irrigating. Use a best judgment approach for how much water to apply.***

## DISEASE\*

To accurately identify either of these diseases, you can search the internet for corresponding imagery. Once confirmed, refer to the information provided to treat accordingly.

- **GREY LEAF SPOT** (small brown/grey lesions on leaves) prevalent in Summer.
- Stress will trigger grey leaf spot (excessive fertilizer, excessive heat, scalping, excessive moisture).
- The lesions usually go away on their own once the stress factor is eliminated.
- **LARGE PATCH** (circular patches/rings of dried out, necrotic grass blades) prevalent in Fall/Winter.
- Large patch is a soil-borne fungus that is present all year; however, symptoms show in October-February.
- A preventative fungicide application is recommended before October 15th, with follow-up applications recommended according to product label suggestions. Your lawn may never experience this disease, but once it does, the symptoms will show up every year. Remember the large patch pathogen exists in all Florida soils, but that does not mean your lawn will be affected.
- A professional lawn care operator will be able to make the applications if needed.

## INSECT PRESSURE\*

If you suspect any of these insects, you can search the internet for imagery to confirm. Once you have correctly identified the target insect, you can treat accordingly. You may never experience any of these pests, but if you do, early and accurate diagnosis and treatment is recommended.

- **CHINCH BUGS** (small, pinhead-sized black and white winged bugs that feed on stems) prevalent in Spring and Summer.
- The damage looks like dried out or burned, irregular-shaped patches of grass that can spread if untreated.
- Chinch bugs usually start along sidewalks or high spots in the lawn where the grass is dry and hot.
- Once chinch bugs are identified, an application of a labeled insecticide should be applied to eliminate spread.
- **SOD WEBWORMS** (small, rice-sized, clear/green worms that feed on leaf tissue) prevalent in Summer and Fall.
- The damage looks like dull colored grass; the leaves will be notched from the feeding, and worm frass will be present in the canopy of the grass
- Webworm moths will lay eggs in grass canopy - 3 weeks later, the worm larvae will be present. Multiple generations can persist if left untreated. The moths are attracted to green, lush grass.
- **MOLE CRICKETS** (similar in size to a peanut, brown in color, feed on the grass root system) prevalent year round.
- The damage looks like dried out grass, loose soil, visible underground tunnels.
- Mole crickets will be in moderate to heavy populations before significant damage is visible in St. Augustine grass.

### **\*Adhere to any Local and State regulatory guidelines/restrictions**

Consult the [UF IFAS Extension publication](http://edis.ifas.ufl.edu/lh010), St. Augustine grass for Florida Lawns (<http://edis.ifas.ufl.edu/lh010>), as a reference for maintenance recommendations.

# Using Natural Gas

We're happy to serve you with safe, reliable and environmentally friendly natural gas.

## HERE ARE SOME QUICK TIPS ABOUT STARTING YOUR NATURAL GAS SERVICE

- Call 877-TECO-PGS (877-832-6747) to create a customer account. Have your address, Social Security number and exact date of turn on ready to share.
- A deposit is required when service is activated. The deposit is held in an interest-bearing account and is returned after 23 months of good payment history.
- There is a turn-on charge of \$50 that will appear on your first bill. If the gas account is currently in the builder's name, the charge is only \$20 to read the meter at turn on.

## MANAGE YOUR ACCOUNT

Visit [tecoaccount.com](https://tecoaccount.com) to manage your Peoples Gas account online. You can monitor your energy use, enroll in paperless billing and learn more about convenient ways to pay your bill, including:

- Direct Debit: Direct Debit is a fast, free and easy way to automatically pay your Peoples Gas bill from your checking or savings account on a recurring basis each month.
- Credit or debit card: Make a one-time payment instantly online with your credit or debit card, or by calling toll-free 1-866-689-6469. A convenience fee applies.
- Online bank payment: Pay your bill using your bank's online payment service – offered at most financial institutions. When making your payments through this service, please note it may take up to two to three business days for Peoples Gas to receive the payment.
- By mail: Use the payment envelope in your monthly natural gas bill (please don't send cash), or mail the payment noting your account number to TECO, P.O. Box 31318, Tampa, Florida 33631-3318.

## SAVE ENERGY AND MONEY

Tap into interactive tools like online energy audit and appliance calculators that can help you zero in on where you can improve energy use and savings at [peoplesgas.com/onlineaudit](https://peoplesgas.com/onlineaudit).

## STAYING SAFE WITH NATURAL GAS

In an emergency, call 877-TECO-PGS (877-832-6747) or 911. Did you know that natural gas, in its natural state, has no color and no odor? For your safety, a chemical ingredient is added to natural gas which gives it an odor often described like rotten eggs. This unpleasant odor helps increase your awareness in the event of a gas leak.

A natural gas leak is a rare occurrence, but should you smell the odor of rotten eggs in or near your home, a gas line may be damaged or leaking. Do not use your phone or light anything flammable. Do not operate switches or electrical devices, or pull any plugs from outlets. Any of these actions could ignite any natural gas that may have accumulated.

If you suspect a natural gas leak, check your pilot lights or see if a burner valve has been left partially on. If you can't find the source or if the odor is extremely strong, leave the building immediately and call us at 877-TECO-PGS (877-832-6747) when you're a safe distance away. We have someone ready to answer calls about leaks or other natural gas emergencies 24/7. Visit [peoplesgas.com/safety](http://peoplesgas.com/safety) for safety tips and to learn more about natural gas safety.

#### **DIGGING PROJECT? CALL 811 - WAIT 2 DAYS - DIG**

All digging jobs, no matter how large or small, require a call to 811 two business days before digging. Calling 811 before starting work helps to avoid accidents during digging that could result in loss of service or serious injury.

#### **SERVICING YOUR NATURAL GAS APPLIANCES**

During warranty, the manufacturer or builder's warranty department should be contacted directly. After the warranty has expired, a certified natural gas sales and service contractor can be contacted. Visit [peoplesgas.com](http://peoplesgas.com) for a list of local providers.

#### **WE'RE HERE TO HELP**

If you have questions about your natural gas service or your account, please don't hesitate to reach out to us. We're available Monday through Friday, from 7:30 a.m. to 6:00 p.m. to answer your call at 877-TECO-PGS (877-832-6747). Visit [peoplesgas.com](http://peoplesgas.com) to learn more about our company, natural gas safety, cash-back rebates and natural gas solutions for your home. And access your account 24/7 from the device of your choice at [tecoaccount.com](http://tecoaccount.com).

We look forward to fueling your home with natural gas!

# Important Numbers

EMERGENCIES ONLY: 911

## The Villages Home Warranty Department

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1000 Lake Sumter Landing  
The Villages, FL 32163

Monday thru Friday 8:00am to 4:00pm  
352-753-6222

Construction.Services@TheVillages.com  
Warranty Claim Form Online Service  
[TheVillagesHomeWarranty.com](http://TheVillagesHomeWarranty.com)

## Fire

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The Villages Fire Department  
352-205-8280 | [Districtgov.org/departments/Public-Safety/public-safety.aspx](http://Districtgov.org/departments/Public-Safety/public-safety.aspx)

## Sumter County Sheriff

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352-728-6909 | [SumterCountySheriff.org](http://SumterCountySheriff.org)

## Water-Sumter-Villages Land Company

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During Normal Business Hours  
352-750-0000

After Hours Call Community Watch  
352-753-0550

## Water-Fenney (Wildwood)

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During Normal Business Hours  
352-330-1336

After Hours Call Wildwood Police Non-Emergency  
352-330-1355

## Gas

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TECO  
877-832-6747 | [Tecoenergy.com](http://Tecoenergy.com)

Leesburg Gas  
352-728-9840 | [LeesburgFlorida.gov/government/departments/gas/](http://LeesburgFlorida.gov/government/departments/gas/)

## Electric

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SECO Energy Sumter-Fenney-Villages  
Landing Company  
352-357-5600 | [SECOEnergy.com](http://SECOEnergy.com)

Duke Energy  
800-700-8744 | [Duke-Energy.com](http://Duke-Energy.com)

Leesburg Electric  
352-728-9800 | [LeesburgFlorida.gov/government/departments/electric/](http://LeesburgFlorida.gov/government/departments/electric/)

## Cable & Phone

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Centric  
877-342-7270 | [centricfiber.com](http://centricfiber.com)

Spectrum  
855-366-7132 | 888-406-7063 | [Spectrum.com](http://Spectrum.com)

## Trash Collection/Recycling

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CH2MHill-Sumter County  
352-748-0109

Waste Management-Fenney-Villages  
Landing Company  
352-750-0000

## Community Watch

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352-753-0550

[Districtgov.org/departments/Community-Watch/intro.aspx](http://Districtgov.org/departments/Community-Watch/intro.aspx)

## District Customer Service

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352-753-4508 | [Districtgov.org/departments/Community-Service/community-service.aspx](http://Districtgov.org/departments/Community-Service/community-service.aspx)

## Leesburg Police Department

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352-728-9860

### Home Warranty Office

Construction.Services@TheVillages.com

HWD011\_0823

The Villages<sup>®</sup>

# Home Warranty After Hours Emergency Service

**352-753-6222**

**During Business Hours**

**352-753-1954**

**Non Business Hours**

Our business hours are Monday thru Friday 8:00am to 4:00pm.

If you have an emergency outside these times please give us a call.

After Hours Emergencies include:

- Total loss of heat (outside temperatures below 60 degrees)
- Total loss of A/C (outside temperatures above 85 degrees)
- Total loss of electricity (not caused by nature or power company)
- Plumbing leak that requires the main water supply to be shut off
- Total loss of water
- Total sewage stoppage
- Any situation that endanger the occupants of the home

*Any calls which fail to classify as an emergency in which a service technician/subcontractor is asked to respond during non business hours will result in a service charge being billed to the Homeowner by the subcontractor.*

# Selecting Subcontractors

Representatives of The Villages will not recommend subcontractors by name for personal use by the homeowner. Any name or telephone number given out by a Villages employee will be given without the approval of The Villages management.

The subcontractors who are employed by The Villages are staffed to provide the services necessary to satisfy the needs of The Villages and therefore may not have the ability to provide aftermarket services. Therefore, the homeowner must select a subcontractor on their own. We would, however, like to provide you with several helpful hints in selecting a subcontractor.

1. Talk to someone in The Villages who has had similar work done and let them recommend the subcontractor to you.
2. Make sure the subcontractor is licensed (make them provide proof) to do the work required and make sure they provide you with their telephone number in case a problem should arise after completion.
3. Be sure to have the subcontractor give you a complete description of the work to be performed and the cost of the work, preferably in writing. Have the subcontractor provide referrals for jobs they performed for other residents.
4. Understand that any work arranged by you after your closing is your responsibility. Should problems arise with the work, you should contact the subcontractor who did the work.
5. Remember that in most cases, alteration done to your home may void warranty obligations offered by The Villages.
6. It is your responsibility to obtain approval from The Architectural Review Committee. A copy of the architectural review form can be obtained from The Villages telephone book or from The District Offices off of CR 466.
7. Villages Employees nor their associates are allowed to perform any aftermarket work on homes in The Villages.

# Helpful Resources

## Appliances

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GE Appliances  
For a Technician:  
1-844-450-1813

Warranty Information:  
[GEAppliances.com](http://GEAppliances.com)  
(2 Year Warranty)

Samsung  
For a Technician:  
1-800-726-7864

Warranty Information:  
[Samsung.com/us/support/warranty/](http://Samsung.com/us/support/warranty/)

## Pest & Lawn Care

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Massey  
1-877-342-2878

[MasseyServices.com/NewHome](http://MasseyServices.com/NewHome)

## Propane Providers

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T&D Propane  
352-748-1766

[TDPropane.com](http://TDPropane.com)

Suburban Propane  
352-748-2101

[SuburbanPropane.com](http://SuburbanPropane.com)

Amerigas Propane  
352-629-7031

[Amerigas.com](http://Amerigas.com)

## Property Management & Empty Nest Services

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Hometown Property Management  
352-750-1595

[VillagesHPM.com](http://VillagesHPM.com)

## Smart Home Needs

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Galaxy Home Solutions  
352-748-4868

[GalaxyHomeSolutions.com](http://GalaxyHomeSolutions.com)



**HOW  
SMART  
IS  
YOUR  
HOME?**

**GALAXY HOME**  
**SOLUTIONS**

# WELCOME TO THE WORLD OF SMART HOME TECHNOLOGY



## **GALAXY HOME** **SOLUTIONS**

FULFILLING YOUR LOW VOLTAGE | SMART HOME NEEDS

**FOR ASSISTANCE AND A COMPLIMENTARY  
LOW-VOLTAGE ORIENTATION PLEASE CALL:**

**352-748-4868 OR EMAIL  
INFO@GALAXYHOMESOLUTIONS.COM  
OR VISIT: WWW.GALAXYHOMESOLUTIONS.COM**



# City of Leesburg Gas Department Public Awareness Program

## Public Awareness Program Objectives

- To educate our customers to recognize natural gas odors and to respond appropriately if they detect possible gas odors. Early recognition of a gas odor and proper response can save lives.
- To raise the awareness of the affected public and key stakeholders off the presence of buried natural gas pipelines in the communities we serve. A more informed public will also understand what steps they can take to prevent third party damage and respond properly if they cause damage to our pipelines.
- To help excavators understand the steps they can take to prevent third party damaging natural gas pipelines and respond properly if they cause damage to our pipelines.
- To educate the public on the symptoms of carbon monoxide (CO) poisoning and the appropriate treatment, should there be a suspicion of CO poisoning.
- To educate the public about how to protect gas meters from falling objects and other hazards.

## Gas System Purpose

The City of Leesburg owns, maintains and operates a natural gas distribution system designed to serve the entire public in its service area in a safe, efficient manner. The purpose of this system is to provide the public, both residential and commercial enterprise, with a safe, clean source of energy for a variety of uses.

The most common uses for natural gas are cooking and heating; however, natural gas has many other uses, such as generating electricity. The City of Leesburg distributes natural gas to approximately 15,681 customers via 317 miles of pipeline.

The Public Service Commission of Florida inspects the system annually for compliance with Federal Office of Pipeline Safety (OPS) rules and regulations. Throughout the year, the City of Leesburg Gas Department performs regular maintenance to ensure a safe natural gas system.



**For emergencies, leaks  
or information call  
352-728-9840  
(24 hours/7 days)**

Este es un mensaje publico de seguridad muy importante. Si usted no puede leer inglés, por favor consulte con un intérprete.

## Important Phone Numbers

**352-728-9840**

Emergencies:

- Gas leaks/odors
- Cut lines, etc.

Gas availability

**352-728-9800**

- Appliance hook up's
- Address changes
- Light pilot lights
- Name changes
- New Service Request
- Turn on/shut off gas

**1-800-432-4770 or 811**

- Call before you dig










## Damage Prevention Notice – Call Before You Dig—IT'S THE LAW

- Florida law requires that excavators call the Sunshine One-Call Center at 811 before digging. The purpose of this law is to prevent accidentally digging into a gas line, or any other underground utility
- This call is free. The call center is open Monday through Friday during normal business hours. It is closed Saturday, Sunday, and on Federal holidays.
- When you make the call, you will need to answer questions regarding the location of your planned excavation. You will receive a locate ticket to dig or excavate, typically two days after your request. Ample time will be given to each utility owner in the area to respond and accurately locate the respective utility.
- The Sunshine One-Call law applies to everyone, including homeowners who may be excavating for flag pole installation, landscaping, pools, or other projects that disturb the earth.
- You must receive a Positive Response by calling 811 with your locate number, two days after the initial request. This shows the status of your locate request.



## Color Chart Used When Locating Services

|   |                           |
|---|---------------------------|
|  | Electric                  |
|  | Gas                       |
|  | Communication/Cable TV    |
|  | Water                     |
|  | Sewer                     |
|  | Temporary Survey Markings |
|  | Proposed Excavation       |

### If anyone damages or punctures a gas line:

- STOP ALL EQUIPMENT AND MOBILE DEVICES AND EVACUATE THE AREA IMMEDIATELY.
- Contact the City of Leesburg Gas Department's emergency number, (352) 728-9840, at once.
- Report all damage, even if minor damage such as dents, scraps or chips.
- Do NOT cover the gas line.

**Personnel are on call 24 hours a day,  
7 days a week at (352) 728-9840**  
**For life threatening emergencies, call 911**

## If You Suspect a Gas Leak

Natural gas is colorless and odorless; therefore, we add a harmless, non-toxic chemical called mercaptan—which smells a lot like rotten eggs—to make it easier to detect a gas leak and to prevent hazardous situations.

### Gas Leak Warning Signs

- A gaseous, hydrocarbon or rotten egg odor
- A blowing or hissing sound
- Dust blowing from a hole in the ground
- Continuous bubbling in wet or flooded areas
- A spot of dead or discolored vegetation in an otherwise green area.

### If you smell gas:

- If possible, eliminate all potential ignition sources
- Do not smoke.
- Do not use lighters or matches.
- Do not turn any appliance or light switches on or off.
- Do not use a phone or cell phone
- **Leave the area and go to a safe location, then call 352-728-9840**



## Carbon Monoxide Poisoning

Carbon monoxide (CO) is an odorless, colorless, deadly gas that can result when natural gas appliances are not operating properly. Symptoms of carbon monoxide poisoning include flu-like symptoms such as headaches, drowsiness, nausea, and blurred vision.

*If you think you are suffering from carbon monoxide poisoning, go outside into fresh air. If needed, get medical attention.*



## Meter Sets

Check your gas meter often to be sure there is no damage from falling limbs or other debris. Always keep your meter clear 3' (as per City ordinance) from plants, shrubs and other obstacles so that the meter is easily to read and is easily accessible for maintenance or emergencies.

## Customer Owned Piping

The City of Leesburg does not maintain the gas piping downstream of the meter. Maintenance is the responsibility of the customer who owns that piping. This includes the piping coming from the outlet of the gas meter to the appliances. If you find corrosion, you (or the building owner) are advised to contact a licensed plumber or heating contractor to assist you.