

LAKE CITY REGIONAL UTILITY AUTHORITY –
DISTRIBUTION, COLLECTION, AND CONSTRUCTION DEPARTMENT

MOST-FREQUENTLY ASKED QUESTIONS

▶ **What type of duties does the LCRUA Division?**

LCRUA installs and maintains water distribution mains and lines, installs sewer taps and maintains them for sewer stoppages, and dresses up utility excavation sites.

▶ **What are your operating hours and direct phone number?**

Our operating hours are Monday thru Friday from 7:30 am to 4:00 pm.
Our direct number is (386) 758-5492.

▶ **Do you have on call personnel for after hour water or sewer problems?**

Yes, we have on call personnel seven (7) days a week including holidays.

▶ **How do I contact LCRUA after hours, weekends or holidays for a broken water line or stopped up sewer?**

Call the Lake City Police Department at (386) 758-5344. Dispatch will contact the on-call personnel to your residence or business.

▶ **What type of calls does your on call personnel respond to?**

Our personnel will respond to leaking water lines, broken water lines, stopped up sewers and broken sewer lines.

▶ **Who do I call if I have a broken water line between the meter and the inside of my home?**

During normal business hours call 758-5492 and we will have someone turn your water off where you can have a plumber repair your broken line.

▶ **What services does your department provide?**

Repair to broken water lines on the City side of the meter. Repair to sewer line stoppages of the City side of your tap or clean-out. We do not go into your home or business to unstop plumbing fixtures, or repair broken lines on your property.

▶ **Who do I call for water and/or sewer availability?**

Contact Customer Service at (386) 719-5778 from 8:00 am to 5:00 pm. Customer Service will complete an application for services, the appropriate research will be completed, and you will be contacted regarding availability.

* * * * *

This is a serious question which needs to be addressed. It as well as the noted edited response is found on the City of Atlantic Beach's web site.

▶ **Who should I call if sewer is backing into my home for business?**

A sewer backup in the building may be caused by either a private or City problem. If your plumber believes there is a problem in the City line, then call LCRUA at (386)758-5492. Our staff will meet with the plumber on site to determine the cause and correction for the problem.