

## FREQUENTLY ASKED QUESTIONS

**Who is RealPage Utility Management?** RealPage Utility Management is your water & sewer utility billing company.

**How often will I be billed?** Bills are generated once per month as with most other utilities. Billing cycles are usually 28-32 days.

**How is my bill calculated?** Each unit is separately metered.

**If I am out of town, will I still receive a bill?** Yes, your water & sewer utility company (**Saint Johns County Utility Department**) charges flat fees whether there is any usage or not. If you are out of town for an entire billing cycle or more, your bill should not have any usage charges/fees, however, it will incur the monthly flat charges.

**What are my payment options?** If you receive an invoice statement and payment coupon included with your statement it will instruct you where to remit your payment. When paying by mail or setting up payment directly from your bank account through your bank, checks and money orders should be mailed to the remittance address indicated on your bill. If your remittance address is to RealPage, you may sign up for Online Account Access <https://umresident.realpage.com> to make an online check payment using Resident ePay for NO ADDITIONAL FEE or a credit card payment with MasterCard, Visa, Discover or your Debit Card if it has a VISA/Mastercard logo for a \$3.50 convenience fee. You may also make a credit card payment through RealPage's automated phone system by calling 800.845.6767; there is a \$3.50 convenience fee for this service. Please note for the security of your personal information, RealPage does not accept payments of any kind to be made with a live agent.



UTILITY MANAGEMENT

[www.realpage.com](http://www.realpage.com)

Formerly NWP Services Corporation

**For expense, liability and Saint Johns County Utility Department metering reasons, the Association is not able to place a Unit water & sewer billing account (currently metered and billed to the Unit by RealPage) back in/in a unit non-owner resident name, so said account would need to remain in the unit owner name and mailed directly to the unit owner.**

It is understood that unit owners who lease out their units and do not absorb or factor water and sewer expenses into their lease rate, forward the unit water & sewer billing statement to their tenant after receipt for payment/reimbursement. Unit RealPage accounts and Statements can be accessed online at <https://umresident.realpage.com> and Statements can be downloaded as a PDF file for forwarding purposes.

**Contact Ocean Links of Ponte Vedra Directly at [olcapvb@bellsouth.net](mailto:olcapvb@bellsouth.net)  
to Start or Stop Unit Water & Sewer Service.**