

Common Questions and Problems

A guide to finding the right person to assist you.

Not all infrastructure issues are addressed by the main Public Works office. Please check the commonly received calls below and find the number for the division or department that can help you now. For other infrastructure, public works and natural resources problems or questions, click on the appropriate link on the main page to find information and appropriate contacts to help you get prompt answers to your questions.

Water/Wastewater

407-599-3566

- Report a water or sewer leak
- Sewer backups

Work on your property that was not restored

- Electric 407-599-3294
- Water/Wastewater 407-599-3566
- Streets/Sidewalks 407-599-3537

Electric Utility

- Report a power or streetlight outage 1-877-811-8700
- Questions about undergrounding 407-643-1661
- General information 407-599-3294

Utility Billing (All W.P. Utilities)

407-599-3220

- Questions about bill
- Start or stop service

Trash/recycling not picked-up (Waste Pro)

407-774-0800

Hazardous waste drop off or recycle questions

407-599-3364

Road or sidewalk issues:

407-599-3537

- Need street sweeping
- Broken curb/sidewalk/brick street
- Potholes

Trees (being cut, permits, general questions)

407-599-3325

Thank you!