



**CITY OF DUNNELLON**  
20750 RIVER DRIVE  
DUNNELLON, FLORIDA 34431

Dear Customer

In a continued effort to improve our service level for residents and customers, the City implemented a **Reverse 411** telephone information system in 2013. This system allows us to promptly contact anyone connected to the City's water and sewer system. City residents, as well as water and sewer customers outside of the City, will receive information related to water and sewer issues via a phone call from this system. It will be utilized to notify customers of events such as major planned outages, emergency situations related to the water and sewer systems, updates to your solid waste services and to inform City residents of other local emergency situations.

In order for this system to be functional and beneficial to all, it is critical to have our records updated with **your most current contact information**. The emergency phone number requested below will be the number utilized in this system. Please ensure that it is the **BEST** phone number to reach you, as only one phone number per account can be used in the system. Please note that it will also be **critical** for you to keep us immediately informed of any change to this primary number, as the City will not be responsible for failure of contact due to "Out of Service," "Disconnected," or "Changed" phone numbers. Please email us at [OptIn411@dunnellon.org](mailto:OptIn411@dunnellon.org) or call (352) 465-8500, Option 2, when any change to this number occurs. You may also use the form provided below and return it to: City of Dunnellon, Utility Billing, 20750 River Drive, Dunnellon, FL 34431.

We also highly encourage you to sign up for the "**Notify Me**" service on the City's website at [www.dunnellon.org](http://www.dunnellon.org). This will allow you to be notified of city events, emergencies, council meetings, and other city happenings.

Sincerely,  
City of Dunnellon

Detach Here

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Please complete and return:

Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Current Mailing Address: \_\_\_\_\_

Emergency Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_