

# Welcome!

## WHO WE ARE

On February 27th, the Florida Governmental Utility Authority (FGUA) assumed ownership and management of the Aloha Utility System. As a customer of the FGUA, you are the center of our business. A brief history of the utility system and how it works may help you understand who the FGUA is and what you can expect.

The FGUA was formed as a legal entity and public body pursuant to Section 163 of the Florida Statutes, and an interlocal agreement initially executed on February 1, 1999 by and between Brevard County, Lee County, Polk County and Sarasota County. The purpose of the FGUA is to enable its members to make the most efficient use of their common power to acquire, own, improve, operate, and maintain water and wastewater facilities.

Today, a seven-member Board of Directors governs the FGUA, with representatives from Pasco, Lee, Polk, Citrus, Hendry and Desoto counties, and the Town of Dundee. These Board Members meet monthly to represent the member systems and establish policy on issues such as expansion, rates, conservation program, water reuse and long-range planning. Each Board Member is appointed by their local government. Their expertise in water and wastewater utility management makes the Board a unique and very important part of the FGUA structure. In addition, the Board works diligently to make sure the FGUA serves your best interests.

## WATER QUALITY IMPROVEMENT PLANS

Past System Issues	FGUA Proposed System Improvement Plans
Black Water	<ul style="list-style-type: none"><li>• 2 year Pasco County water interconnection program</li><li>• Evaluate problematic wells</li><li>• Additional treatment improvements</li></ul>
Copper Corrosion	<ul style="list-style-type: none"><li>• 90-day corrosion control study</li><li>• Implement use of corrosion inhibitor</li></ul>
Wastewater & Odor Complaints	<ul style="list-style-type: none"><li>• Install odor control equipment</li></ul>
Wastewater System Overflows	<ul style="list-style-type: none"><li>• Lift station rehabilitation</li></ul>
Poor Customer Communication	<ul style="list-style-type: none"><li>• Proactively solicit customer feedback</li><li>• FGUA customer ombudsman in local office</li><li>• Communication outreach</li></ul>

## ACQUISITION FACTS

- FGUA purchased the water and wastewater utility system from a private investor/owner
- There are long standing serious problems which require aggressive improvements and more revenue
- The State PSC recognized the magnitude of system problems by previously approving a 100% rate increase
- The FGUA upon purchase adopted adjustments to the PSC amount but a lower rate increase than earlier planned

## 2009 WATER AND WASTEWATER RATES

### Seven Springs Service Area

Average Monthly Bill @ 7,000 Gallons	FGUA Rates
Water	\$44.73
Wastewater	\$43.84
Total	\$88.57

### Aloha Gardens Service Area

Average Monthly Bill @ 7,000 Gallons	FGUA Rates
Water	\$32.52
Wastewater	\$55.38
Total	\$87.90

## WHAT MAKES US UNIQUE

- Reliability, efficiency and responsiveness in billing and customer service
- Promotes awareness and education of water issues through community outreach and education initiatives
- Community Service Representatives are available to attend community meetings
- Communication with customers via phone, letters, newsletters, and email
- Develops lasting relationships and partnerships with our customers

Thank you for the opportunity to serve you!  
Contact: 727-372-0115 or visit the website at [www.fgua.com](http://www.fgua.com)

