



We're kicking off 2011 with a focus on you, our customer! This issue is all about the efforts that we are making to better serve you including the launch of our new website, online bill pay for all systems, customer committee groups and more. And, we are always looking for your suggestions and feedback.



fguaNEWS

WINTER 2011 — Pasco County Systems

updates & information from your water and wastewater utility

www.fgua.com

FGUA.com: Redesigned for you!

More information and easier navigation make FGUA website your online utility portal

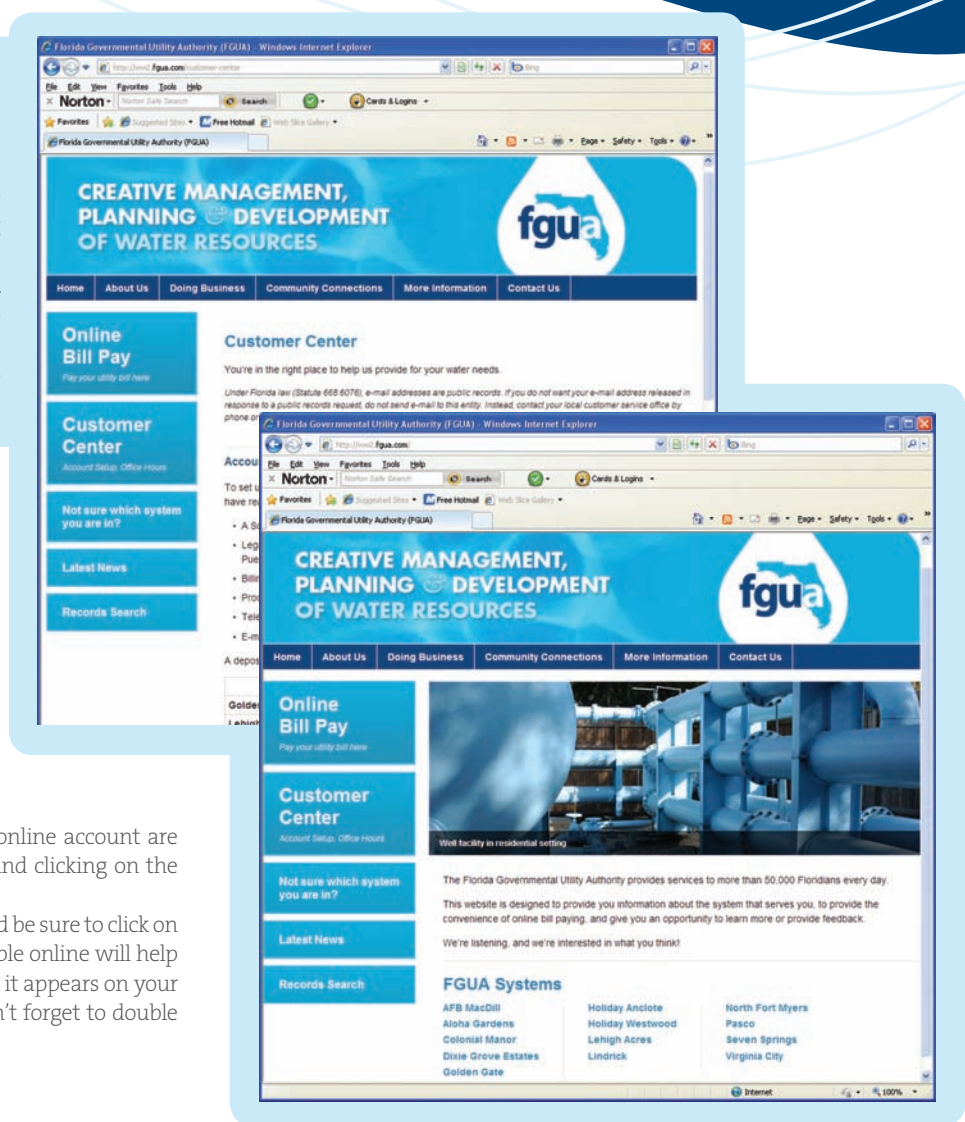
THE FGUA IS EXCITED TO LAUNCH A NEW WEBSITE, designed with you in mind! The website helps you to quickly get the information you need with a home page that takes you directly to online bill pay, and the customer center where you can get important information about opening or closing an account, contacting us, etc. Also on the home page is your resource for the latest news that impacts you and our records search where you can review any important documents approved by our Board. We hope you'll take a moment to review our new site and provide any comments or suggestions you might have.

All FGUA Systems Are Now Online!

Online bill payment is currently available to ALL FGUA customers. The online payment system allows you to access electronic copies of billing statements, check current balances and pay online. You can also use our EZ Pay system to set your account up for automatic electronic funds transfer from your financial or credit institution on a monthly basis.

Additional information and instructions for creating an online account are available by visiting the FGUA website at www.fgua.com and clicking on the "online bill pay" box on the left-hand side of the page.

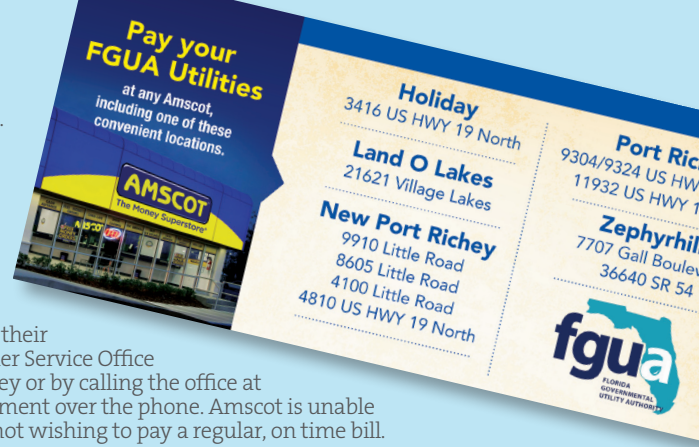
To avoid delays, have your bill available when you log-in and be sure to click on the correct system link (if you're not sure, a new chart available online will help you). It is important to enter your account number exactly as it appears on your bill and when setting up your account for the first time, don't forget to double check your email address before you submit it.



Amscot now accepting FGUA Payments

FGUA Pasco Utility System Customers may now make payments at any Amscot location. Be sure to bring your billing statement with account number and a photo identification when making a payment. Customers using Amscot will be charged a processing fee at the time of payment.

PLEASE NOTE: Customers who have received a delinquent notice or who are paying service reconnection fees must make their payment by visiting the FGUA Pasco Customer Service Office at 6915 Perrine Ranch Road in New Port Richey or by calling the office at (727) 372-0115 and making a credit card payment over the phone. Amscot is unable to accept payment for any customer who is not wishing to pay a regular, on time bill.



Utility Advisory Committee gives community input to the FGUA board

The FGUA values input from our community. To gain information and feedback from our residents, the Golden Gate and Lehigh Acres service areas currently have a Utility Advisory Committee. The FGUA Seven Springs Area has an independent customer advisory group, the Committee for Better Water Now (CBWN). Plans for Lindrick and North Ft. Myers committees are underway. These committees are briefed on future utility plans, receive updates on what has already been accomplished in the way of upgrades, refinancing, community outreach or other information that affects their specific service area. The Golden Gate and Lehigh Acres Utility Advisory Committee meetings are open to the public and include time for public comments. CBWN members distribute meeting summaries to the communities they represent.

These committee members are a cross section of the local community, with members including business owners, longtime residents, engineers, bankers, and elected officials. Current Utility Advisory Committee members serve three-year terms in this voluntary position. When terms expire, any resident of the service area is welcome to submit an application. Members of the CBWN are appointed and approved by members of their community and CBWN leadership.

Utility Advisory Committees typically meet six times per year, in the months of February, April, June, August, October and December. The Golden Gate Committee meets the second Wednesday of the month, and the Lehigh Acres Committee meets the third Wednesday of the month, unless otherwise noted on the calendar. The Lindrick Utility Advisory Committee meetings will be scheduled for the second Tuesday of the month. A complete list of the Utility Advisory Committee members for each advisory committee and the most current UAC meeting calendar is available at www.fgua.com. The CBWN meets monthly with FGUA staff.

We are currently seeking volunteers for the FGUA Lindrick UAC. For additional information and an application, please contact Matthew Rihs, Community Service Representative at (727) 372-0115, or by e-mail at FguaCS_PascoCo@govserv.com.

Customer Information Incentive Program

In an effort to provide timely customer announcements and information to you, the FGUA Pasco Utility System is launching the **Customer Information Incentive Program**. As technology advances, we understand that more customers prefer receiving timely service notifications, such as precautionary boil water and boil water rescission notices, activity updates and information on public hearings, electronically. **As a result, we are making plans to transition from paper-based to electronic updates through telephone and e-mail.** Before this transition takes place, we encourage customers to contact the FGUA Pasco Utility System to confirm or update phone numbers, billing mailing addresses and e-mails. As an incentive for customers that update this information, the FGUA will conduct monthly drawings (beginning in April) for gift certificates provided by businesses in the FGUA service area. Winners will be notified by telephone. In addition, we will feature the winner and the business providing the gift certificate monthly on the FGUA website. The FGUA will not and does not share, distribute or sell customer contact information to entities outside the FGUA. Businesses wishing to participate and customers updating information may contact the FGUA Pasco Utility System Office at (727) 372-0115 or via email at FguaCS_PascoCo@govserv.com.

UPDATES AND TIMELY INFORMATION

County Interconnections: The FGUA has completed work on all county interconnections. The interconnections will provide additional high quality water capacity while reducing pumping from wells with higher levels of Hydrogen Sulfide and assisting the FGUA in meeting its Southwest Florida Water Management District (SWFWMD) pumping limits. The interconnections with the Pasco County System will be opened this summer to coincide with the completion of the Mitchell Water Treatment Plant improvements.

Upgrades for Mitchell Water Treatment Plant and More: Excavation and the foundation for the below-grade water storage tanks at the **Mitchell Water Treatment Plant** is complete. As part of the plant improvements, the pump station building will receive a new roof, new HVAC system, new exterior paint, and a restroom. These building improvements are scheduled to begin in February. The contractor will work a modified schedule, including working some weekends, to reduce activity and noise from the site in the early morning. All Treatment Plant Improvements are scheduled for completion by August. At times, there may be noise at levels above normal. We will do our best to give advance notice of any activities where above normal noise levels are anticipated. We appreciate nearby customers' understanding and patience with this activity.

Raw water transmission main construction from **wells #8 and #9, along Mitchell Boulevard, Mitchell Ranch Road and Welbilt Boulevard** are complete and landscaping restoration is now underway. Raw water transmission mains from wells #6 and #7 were awarded to the contractor Harris McBurney and will begin by April. The raw water transmission mains will deliver water produced by the FGUA well sites at remote locations to the Mitchell Water Treatment Plant.

Regular updates on capital improvement in the **Seven Springs System** are now available on the FGUA website under the "Seven Springs" link. Additionally, the FGUA is available for community and home owners' association presentations on the upcoming capital improvement completions. Customers may contact Matthew Rihs, FGUA Community Service Representative, to schedule a presentation for their community meetings. Mr. Rihs may be contacted at the FGUA Pasco Utility System Office at (727) 372-0115, or by e-mail at mrihs@govserv.com.



Mitchell WTP Looking Northwest



Perrine Ranch Road (@ FGUA Offices)

Lindrick Maintenance and Improvements: Three lift stations, including a lift station near **Sea Forest Drive and Egrets Place**, a lift station behind the **Southgate Shopping Center on U.S. Highway 19**, and a lift station near **Shellstream Boulevard and Floramar Terrace** are being rehabilitated. We will soon remove the existing wastewater treatment plant, located near the Landings of St. Augustine Condominium Community. These rehabilitated lift stations will draw wastewater to a nearby City of New Port Richey wastewater treatment plant.

Meters and meter boxes are continually being evaluated and either being rehabilitated or replaced as needed throughout the service area.

Consolidated Improvements: The FGUA installed a new master meter assembly with the **Interconnection with Pasco County** as part of its capital improvements in the Colonial Manor Community. The meter will monitor total consumption of water from the county being used within the community.

Water Quality: The FGUA notified its **Seven Springs customers** in January of exceeding the maximum containment level for HAA5 from samples drawn in November. HAA5 is caused when organics in the water combine with the chlorine used to disinfect the water. The regulatory level (60 parts per billion) was exceeded for a fourth time (66 parts per billion). The current yearly average is 65 parts per billion. A potential health risk from HAA5 occurs only after prolonged exposure to high levels and is based on regulatory standards established at the federal level. The FGUA continues its efforts to reduce the impact of HAA5 until the water treatment plant and the interconnections with Pasco County are completed this August. The water is monitored every day to ensure its safety.

FGUA AT YOUR SERVICE

Pasco County Office

727-372-0115
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New Port Richey, FL 34655
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FLORIDA GOVERNMENTAL UTILITY AUTHORITY Board Members Lea Ann Thomas, Chairperson (863-534-6031); Robert Knight, Vice Chair (352-527-7647); Michele L. Baker, Vice Chair (727-847-8115); Douglas L. Meurer (239-479-8779); Shane Parker (863-675-5220); Michael Crumpton, P.E. (863-491-7500) **Alternates** Polk: VACANT, Lee: VACANT; Hendry: VACANT; Pasco: Bruce E. Kennedy, P.E. (727-847-8115); Citrus: VACANT; Desoto: Bart Arrington (863-491-7543) **System Management** Robert E. Sheets, System Manager (850-681-3717); Robert Dickson, Capital Program Manager (877-552-3482); Jerry Connolly, Operations Manager (877-552-3482) **Contact** Faith Doyle, Clerk to the Board, FGUA Operations Office, Suite 2000, 280 Wekiva Springs Rd, Longwood FL 32779, 877-552-FGUA (3482) Toll Free, 407-629-6900. **System Office & Customer Service Centers** Golden Gate: 239-455-1583, Lehigh Acres: 239-368-1615, North Fort Myers: 239-543-1005, Pasco Systems: 727-372-0115 **WWW.FGUA.COM**
FGUA News Editor: mmiller@govserv.com