

Happy Holidays from the FGUA!

fguaNEWS

WINTER 2011 — Pasco County Systems

updates & information from your water and wastewater utility

www.fgua.com

FGUA Unwraps Improved Water Treatment Plant

The residents of the Veterans' Village community in New Port Richey are now neighbors to a new, highly advanced water treatment facility. This August, the FGUA completed the Mitchell Road Water Treatment Plant (WTP) as part of its much-anticipated capital improvement efforts to improve water quality and service to its FGUA Seven Springs System Customers. In commemoration of this milestone, the FGUA hosted a Ceremonial Ribbon Cutting at the WTP on October 21.

The event, which was open to the general public, provided visitors the opportunity to learn how the WTP operates and provides clean, clear water for FGUA customers. The event included many distinguished elected officials whose considerable efforts made the system improvements reality, including Senator Mike Fasano, and Pasco County Commissioners Ann Hildebrand, Jack Mariano and Henry Wilson. The event was also

years to improve water quality and service for customers in the area, and who regularly met with FGUA team members following the acquisition of the former Aloha Utilities System to ensure better water was delivered to customers.

The event included speeches by FGUA Assistant System Manager Steve Spratt, Senator Fasano, County Commissioners Hildebrand and Mariano, and CBWN leaders John Andrews and Richard Wiltsey. A ribbon cutting with the Senator, Commissioners, CBWN, and FGUA System Management was followed by media and visitor tours and giveaways, including sports bottles filled with filtered water from the WTP. The FGUA appreciates the support of the community during the improvements and during the ribbon cutting and looks forward to developing a tradition of clean, quality water and service to its customers for years to come.

We look forward to bringing our tradition of clean, quality water service to Seven Springs customers for years to come.

attended by many of the members of the Committee for Better Water Now (CBWN) the community group that worked over 15

Far left: Elected officials and members of the CBWN cut the ribbon at the new WTP. Middle: State Senator Mike Fasano addresses the crowd. Right: Customers and staff mingle at the event.



Customers Flush with Excitement Over Toilet Rebates

This past September, the FGUA began its inaugural Low Flow Toilet Rebate Program. The program provided Aloha Gardens and Seven Springs customers account credits for successful replacement

of conventional toilets with ultra-low flow toilets (1.6 gallons per flush) or high efficiency toilets (1.2 gallons per flush or less). The program, cooperatively funded by the FGUA and the Southwest Florida Water Management District, has been a big success, as nearly all available toilet rebates for this year's program have already been awarded. FGUA Community Services staff joined the program's inspector, Demetri's Solutions, out in the community following the program's launch, meeting many of the program's early participants, and listening to many of the customer's thoughts on the program, ideas for improving the program in the future as well as providing feedback for further enhancements of the utility's customer service and outreach efforts. The FGUA anticipates expanding its low flow toilet rebate program next spring by increasing the number of available toilets and expanding the program to include all FGUA Pasco Systems. An announcement on the commencement of next year's program will likely occur next spring.



Above: Toilet Rebate Program participant Mary Reece bids adieu to old toilets.

Going Green with E-Bills

Many customers have requested additional quick and easy ways to access their account information and pay their bill. As a result, the FGUA added the ability to view account information and make a payment online at www.fgua.com.

The latest FGUA enhancement gives customers another convenience in addition to the opportunity to make a difference and help keep our environment green by switching from paper bills to electronic bills. An electronic bill (e-bill) is the same bill you receive via paper but is more convenient, secure and environmentally friendly since no paper is required and it comes straight to the email address you provide. E-bills contain all of the same information you're used to seeing on your paper bills and can be printed or filed for record-keeping if needed.

If you would like to sign up to receive an e-bill, simply submit a request via the e-mail addresses or phone numbers below. Our customer service representative will send an email verification to the email address you provide authorizing your account for e-billing.

Your participation in electronic billing is completely voluntary and you may change your preference at any time by contacting the local FGUA customer service office. Some notices may continue to be mailed so it is important to maintain a correct mailing address with the FGUA.

Pasco Area Customers:

Email: fguacs_pascoco@govserv.com or call 727-372-0115

Golden Gate Customers:

Email: fguacs_goldengate@govserv.com or call 239-455-1583

Lehigh Acres Customers:

Email: fguacs_lehigh@govserv.com or call 239-368-1615

North Fort Myers Customers:

Email: fguacs_nfm@govserv.com or call 239-543-1005



UPDATES

SYSTEM WIDE CUSTOMER SERVICE IMPROVEMENTS Meters in the FGUA Pasco Systems area are being read using new Itron handheld meter reading devices. The handheld devices capture more accurate readings than hand-written readings, are easier to conduct rereads, and offer remote radio readings in the event an existing meter is difficult to access at the time of the scheduled reading. >> The FGUA now has scanners at the FGUA Customer Service window to read the barcode from walk-in customers' statements, which quickly populates the customer's account information prior to the payment. Additionally, Virtual Merchant now only requires customer service staff processing credit card payments to request a customer's last name, zip code and service address after the customer provides their credit card information. These two improvements are designed to save customer time and ensure accurate payments on the customer accounts.

SEVEN SPRINGS SYSTEM The FGUA is in the design phase for improvements to its Seven Springs Wastewater Treatment Plant. The program includes placing caps on equalization tanks which will reduce the occurrence of odors emitted from the plant. The improvements are scheduled to be complete by next October. >> The FGUA expects to receive funding from a SWFWMD grant for additional wet weather reclaimed water storage for its Seven Springs Wastewater Treatment Plant. As part of the project, the FGUA would provide surplus reclaimed water through an interconnection to Pasco County and would also provide reclaimed water to common areas in the Trinity Oaks community and nearby undeveloped commercial properties. The FGUA anticipates a decision finalizing an agreement with the county and SWFWMD by the end of the year. >> The FGUA is also beginning rehabilitation of several existing lift stations in the service area, and will complete the project in the coming months. The Seven Springs Supervisory Control and Data Acquisition (SCADA) System, a computerized system which monitors and controls the system's utility equipment and infrastructure, will soon be upgraded with new controls and software.

LINDRICK SYSTEM The FGUA has completed a plan for pipeline replacement and point repairs following a chloride study and collection survey. The study measured the chloride concentration from saltwater which infiltrated the system. Once approved and implemented, the plan will reduce the inflow and infiltration in the system. The FGUA continues rehabilitation of existing wastewater lift stations throughout the Lindrick service area. The FGUA will also begin planning efforts for chloramine conversion and service interconnections with the City of New Port Richey this fall. Chloramines, a water disinfectant method using chlorine and small amounts of ammonia, is a newer, longer-lasting disinfectant method, and is used by neighboring utilities, including Pasco County Utilities, the City of New Port Richey as well as the FGUA Seven Springs and Aloha Gardens System. The chloramine conversion will permit its system to be interconnected to the City of New Port Richey, so the FGUA can receive water from the city and also send wastewater to the county for treatment.

FGUA AT YOUR SERVICE

Pasco County Office

727-372-0115

6915 Perrine Ranch Road
New Port Richey, FL 34655

FguaCS_PascoCo@govserv.com

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** Pasco: Bruce E. Kennedy, P.E. (727-847-8115); Lee: Pam Keyes **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

Want to avoid payment delays?

Did you know that your payment could be delayed, even if you make it in plenty of time? If you use online bill pay through your bank, that payment may take 5-7 business days to arrive at the local FGUA office. That is because the banks do not process these payments to the FGUA electronically, they print and mail a check just like you would. And they do that on the payment day you request, which means a payment date of only a few days prior to the due date could result in a late fee on your account. Be sure to avoid this by requesting your bank make the payment at least 5-7 days early.

Another delay can be caused by having the wrong payment address. The FGUA utilizes a separate location to process payments so sending your check (or the check coming from your bank) to the local customer service office could add extra processing time. To avoid this, check the bottom of your billing statement and verify that you are using the correct address.

You can also take advantage of our online bill payment option at www.fgua.com, or sign up for EZ Pay.

Each month

the FGUA will send a request to your bank for an electronic funds transfer to pay your bill. You will still receive a statement, complete with the approximate date the bank will debit your account.

