



The Florida Governmental Utility Authority (FGUA) has contracted with U.S. Water Services/Wade Trim (USWWT) to provide operations, billing and customer services to the Lehigh Acres and Golden Gate utility systems beginning October 1, 2011. Although customers should not notice any significant changes to their utility service, the following information is being provided to answer any questions that may come up as a result of this contractual change.

**Q. Why did the FGUA choose a new contractor?**

**A.** USWWT exists predominantly to serve the Florida water and wastewater utility service industry. It is the largest privately held utility operations and maintenance company in the state and maintains contracts with the FGUA for systems in Lee and Pasco counties. USWWT submitted a competitive proposal with pricing significantly below the current year contract cost, realizing efficiencies with nearby North Fort Myers operations. This helps to keep costs low and whenever possible, avoid an increase in rates.

**Q. What impact will this change have to me?**

**A.** Customers should notice very few changes as a result of this transition. However, there are a couple of things to be aware of:

1. Customer service office locations will not change. Service trucks and signs will continue to reflect FGUA but you may see uniforms or some equipment indicating US Water. Although FGUA is hopeful that many of the same people will be working for USWWT, you may see some new faces as well.

2. Customers who take advantage of the online bill pay option at [www.fgua.com](http://www.fgua.com) will need to re-establish an account for any payments made on or after October 1<sup>st</sup>, 2011. USWWT utilizes a different online bill payment system so any old accounts will not be recognized. Directions will be available online where you normally navigate to pay and technical assistance will be available by phone for any problems customers may incur as a result of this change.

**Q. How will this change benefit me?**

**A.** As previously mentioned, the utility will realize significant cost savings associated with new contract pricing which allows the systems to offset other unavoidable cost growth and whenever possible keep rates stable.

Additionally, the FGUA is committed to continue improving customer service. USWWT has a solid reputation of providing excellent customer service and already has systems in place that will offer new conveniences to customers later this year, including e-billing, which is an option to receive a paperless bill.

**Q. Who do I call if I have any problems?**

**A.** The location and phone numbers for the Lehigh Acres and Golden Gate offices will remain the same so customers are welcome to continue to call these offices with any concerns. Issues specifically related to this transition should be directed to Barbara Kerby who can be reached by phone at 239-303-0459 or via email at [bkerby@govmserv.com](mailto:bkerby@govmserv.com).