



# NEWS

SUMMER 2022

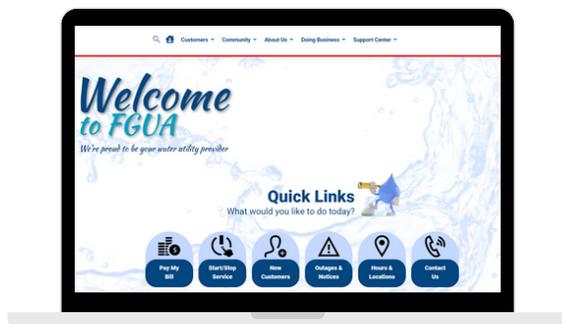
## FGUA CUSTOMER SERVICE SURVEY RESULTS

Every other year, the FGUA conducts a Customer Service Survey performed by an independent research firm and the most recent results were reported on April 21. The statistically valid phone survey included sampling from all FGUA systems. The FGUA improved its 71% customer satisfaction rating from the 2020 survey to a 79% satisfaction rating (very satisfied and satisfied). Customers shared that they continue preferring telephone and e-mail communication, and prefer electronic payment methods. Following the survey, local Customer Ombudsmen serving the systems followed up with customers that solicited specific concerns and suggestions. The FGUA is listening to customers' survey feedback, developing customer notices by phone, text, and e-mail. Streamlining the online payment process is also under development. The Customer Service Survey Summary is available in the "Latest News" section of the FGUA website at: <https://www.fgua.com/about-us/latest-news/>



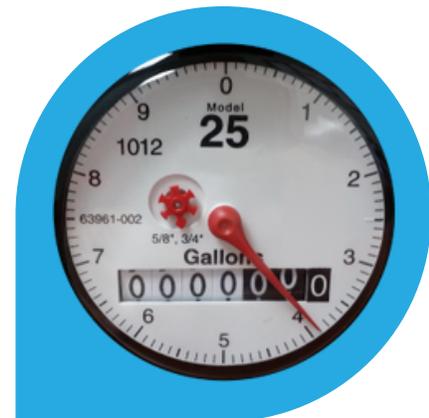
## REFRESHED FGUA WEBSITE

This summer, The FGUA introduced a refreshed website. The new look improves navigation, making it quicker and easier finding the most requested information and forms. Customers may now request or terminate service online. The most recent outages and notices and latest news are now found on the FGUA home page. More changes are coming soon, so please return often for more updates and features



## METER ESTIMATES AND YOUR BILL

In certain unique situations the FGUA occasionally needs to estimate meter readings due to meter access issues or an equipment failure. When a meter, or encoder receiver transmitter (ERT), the device sending a reading to the FGUA, stops working, the utility will replace the meter, ERT, or both. Unfortunately, supply chain issues due to the ongoing COVID-19 pandemic is causing shortages of available meters and ERT devices. Although the FGUA continues purchasing metering equipment when it is available, estimating meter readings and billing for affected customers may persist in some areas until supply meets demand. Meter estimates are determined using a customer's historic average monthly consumption before the metering device stopped working. In cases where the ERT is replaced, FGUA will read the meter, and if the consumption on the meter is less than what was estimated, the customer will receive a credit on their account. If the meter reading is more than what was estimated, the customer will be billed for the difference in consumption. The FGUA appreciates customers' patience and understanding during this shortage. Customers with questions regarding their account may contact their local Customer Service office.



# FGUA OFFERS MANY METHODS OF PAYMENT

There are many methods of payment available to FGUA customers without paying postage or leaving home. In addition to paying bills by mail, or visiting a local Customer Service Office, Amscot, or Western Union location, customers may submit payments through EZ-Pay (automatic checking), online bill pay, and Pay-by-Phone Options. There are no convenience fees for these payment types. For additional information on these payment types, please visit our FGUA website at <https://www.fgua.com/customers/payment-options/>.



# FGUA ANNOUNCES WINNERS OF POSTER CONTEST



*Contest Judges carefully reviewing posters*

The 13th Annual Water Awareness Poster Contest was a tremendous success this year, with more than 1,200 Pasco County elementary school students submitting posters from 11 schools. Posters were judged using Science, Technology, Engineering, Art, and Math (STEAM) learning standards. Winners received trophies and gifts from the event sponsors. Pasco County Commissioners recognized the winning students at their regular meeting on June 21. Winning posters are on display at the East and West Pasco Government Centers and on the contest website at [www.watercontest.org](http://www.watercontest.org).

## FGUA AT YOUR SERVICE

**Pasco County Office**  
**(Serving Pasco and Flagler Counties)**  
**727-372-0115 (Pasco) or 904-990-1441 (Flagler)**  
**6915 Perrine Ranch Road**  
**New Port Richey, FL 34655**

**Lake County Office**  
**(Serving Alachua, Citrus, Lake, Marion, Orange, Polk,  
Putnam, Seminole, and Volusia Counties)**  
**877-657-8889 (toll-free) or 352-633-9700**  
**510 Hwy 466, Suite 104-A**  
**Lady Lake, FL 32159**

**Lee County Office**  
**(Serving Hardee and Lee Counties)**  
**9841 Bernwood Place Drive, Suite 120**  
**Fort Myers, FL 33966**