NEWS
SUMMER 2024

CUSTOMER SERVICE SURVEY RESULTS ARE IN

Committed to continuous improvement in customer satisfaction, FGUA has completed its seventh Customer Service Survey in the past 12 years. Performed every two years by an independent research firm, the statistically valid phone research reflects systemwide results, with FGUA customers being very responsive. The combined percentage of customers who were very satisfied or satisfied improved significantly in the top three request areas:

- New or changed service increased to 71% from 59%
- Response to an emergency grew to 68% from 50%
- Response to meter issues increased to 73% from 54%

Customer Service Representatives continued to rank high in courtesy, knowledge and speed of resolving problems, and overall ratings show consistent growth in being "Excellent." Text messaging (46%) is the most preferred method for receiving notices or advisories, followed by email, letter or telephone. While the survey results are very encouraging, FGUA is committed to using this tool to identify and prioritize areas that need improvement. To view the complete 2024 Customer Service Survey Summary, visit: https://www.fgua.com/front_page_headlines/fgua-2024-customer-service-survey-now-available/

FGUA OFFERS NEW, EFFICIENT WAY TO GET IMPORTANT MESSAGES TO ITS CUSTOMERS

FGUA will soon implement a new text messaging system that will allow it to better communicate with customers who are facing water service interruptions. The FGUA text messaging system will send out immediate notices to customers for service interruptions, boil water advisories, and other important notifications about your water. This is in addition to the Reverse 911 customer phone notifications customers already receive and notices posted on our website.

In order to ensure you receive these urgent messages, please provide FGUA with your cell phone number. All cell phone numbers collected by FGUA will NOT be used for any other purposes, including marketing or sales. They will NOT be sold to a third party.

Please click on the link below to provide the necessary information quickly and easily. Thank you for helping us ensure that you receive important notices related to your water as quickly as possible. https://www.fgua.com/support-center/update-contact-info/

MAJOR IMPROVEMENTS FOR THREE SYSTEMS

Major upgrades and new installations are underway or in various stages of planning for three of FGUA's water systems. Here's a quick summary:

- In **Arredondo Estates** near Gainesville, 2,000 feet of deteriorated water main is being replaced and new service connections to 265 parcels with new or relocated water mains are being prepared for service. Construction began in 2023 and is scheduled to be completed this December.
- To eliminate sewer system bottlenecks in **Seven Springs**, 7,900 feet of 12-inch sewer mains will be added to Mitchell Boulevard from Trinity Oaks Boulevard to Seven Springs Boulevard. Project design will be completed this fall with construction beginning next year.
- The first of several projects in **Lehigh Acres** is the construction of a two million gallon-per-day Reverse Osmosis Water Treatment Plant. Part of FGUA's Master Plan, construction is well underway and should be completed by early 2025. As part of its Water Supply Plan and Wastewater System Expansion Plan, 8,800 feet of 12-inch water mains will be installed along Milwaukee Boulevard from Weather Wood Loop to near Preston Street. The design phase of this project, which will improve system reliability and increase water pressure, should be completed this October. And at the Lehigh Acres Wastewater Treatment Plant, three of four "travelling bridge filters" – mechanisms that collect and remove biosolids during the wastewater treatment process – have been refurbished with the fourth scheduled for March of 2025.

FACES OF FGUA: MEET NATALIE HARVEY, ENGINEER

At the heart of FGUA, ensuring that customers receive the best possible service, are its team members. In this and future editions, we will highlight the Faces of FGUA. Read more about them on the FGUA website at: https://www.fgua.com/about-us/faces-of-fgua/

A four-year employee and Engineer at US Water, Natalie Harvey is assigned to FGUA as a compliance and project manager. With a master's in engineering from Florida Gulf Coast University and thesis on desalination and reverse osmosis water treatment, the assignment couldn't have been a better fit. Her responsibilities, which include oversight and coordination of operational and maintenance tasks and boil water notices, help provide peace of mind for the customer for whom clean, safe water is an expectation and a necessity. "I love that my work has a direct impact on our community and I take pride in knowing that our team is striving to produce the best water quality and product for our customers," says Natalie. When not on the job, Natalie enjoys spending time with her family and taking care of her 29-year-old horse, Kirby.

ARE YOU READY FOR A BUSY HURRICANE SEASON?

FGUA prepares year-round to minimize the impact of storms on its customers, with a priority focus on preventing service disruptions. With a record-setting season predicted by the National Weather Service, FGUA offers these tips to be ready and safe.

- **It's not too late for those early preparations left undone.** These include getting an insurance checkup, documenting your possessions, and developing an evacuation and communication plan. Click this link for more information: https://www.noaa.gov/hurricane-prep
- **When the watches and warnings come, have your go-bag ready.** Having a comprehensive disaster supply kit assembled and ready is critical. The State of Florida has a detailed, printable checklist which can be found at this link: https://www.floridadisaster.org/planprepare/hurricane-supply-checklist/
- **Is the water safe to drink?** Heavy rainfall, widespread flooding, water main breaks from uprooted trees and loss of power to pumping stations may result in loss of water pressure and contaminated water during which FGUA may issue precautionary boil water notices. All outages and notices will be posted on the FGUA website at: https://www.fgua.com/support-center/outages/

RAIN BARREL PAINTING CONTEST A HUGE SUCCESS!

The Third Annual FGUA Lehigh Acres Rain Barrel Painting Contest was a tremendous success, not only in raising awareness and providing a creative outlet for seniors, but in raising more than $5,700 to help Lehigh Acres seniors who are struggling to pay their utility bills. Winners were announced at an Awards Luncheon on Friday, April 26 at the Lehigh Acres Senior Center. First Place went to Silvia Carletti, Second Place to Lenore Del Castillo, and Third Place to Jenna Clark. All barrels were then auctioned off, generating more than $1,000, which was added to sponsorship dollars in support of this worthy cause. Lehigh Acres Community Services will help distribute the funds, making sure they get to those people in greatest need. See more photos and our sponsors on the FGUA website at this link: https://www.fgua.com/3rd-annual-fgua-lehigh-acres-rain-barrel-painting-contest-a-huge-success/

15th ANNUAL POSTER CONTEST A BIG WIN!

With humble beginnings as a simple drawing contest back in 2010, the Annual Pasco County Utilities Water Awareness Poster Contest has since blossomed into a major community outreach program that has received national acclaim. This year, talented young artists from 17 Pasco schools and 43 classrooms submitted more than 1,200 entries in support of the theme, "One Water, One Earth!" Judges from Pasco County, FGUA, Chick-fil-A, Urban Air and Clearwater Marine Aquarium gathered to select the top three posters for each of grade levels K-5. Trophies were presented at their schools, and the students and their parents were honored by the Pasco Board of County Commissioners. More information about the contest can be found at this link: CLICK HERE to read the Suncoast News story and see a complete list of winners.

FGUA AT YOUR SERVICE

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