



# NEW CUSTOMER FAQS

Our customer service offices are available to address any issues that you may have with your bill, establishing service, disconnecting service, water quality concerns, and any outages or service interruptions.

## FGUA Customer Service

### Lady Lake Office

510 Highway 466, Suite  
204  
Lady Lake, FL 32159

Direct 352-633-9700

Toll-Free: 877-657-8889

Fax: (352) 633-9183

Hours of Operation:  
Mon-Fri: 8:00am to  
5:00pm EST  
Sat-Sun: Closed Major  
Holidays: Closed

On-Call Emergencies:  
24 hours a day/7 days  
per week.  
Call (877) 657-8889

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### Why is the City selling its Utilities?

The City of Dunnellon engaged Woodard & Curran to perform a Comprehensive Utility Analysis, completed in February 2017, after facing operational, regulatory and financial challenges with the City Utility System. Because of these challenges, and a pending State funded project to expand the wastewater system along Southwest 180th Avenue Road outside of the city limits, the City Council opted to suspend making any further major decisions with regards to the Utility until they could conduct a Comprehensive Utility Analysis. Among the alternatives recommended for the City was to divest its utility.

In March of 2017, the Florida Governmental Utility Authority (FGUA) accepted the City's invitation to explain its structure to the City Council and shortly thereafter, the City Council formally invited the FGUA to conduct an evaluation of the utility system and explore a potential purchase.

Since a majority of Dunnellon customers are outside of the city, in April 2017, the Marion County Board of County Commissioners adopted a Resolution supporting the FGUA's due diligence evaluation for the potential purchase of the Dunnellon Utility. The FGUA evaluations were later presented to City Council and Marion County and received unanimous support for negotiation of a Purchase and Sale Agreement.

As a result of an FGUA acquisition, rates are expected to be stabilized, debt will be more manageable and new regulatory requirements will be met through the implementation of the 5-year capital improvement program. The system will also benefit from a utility focused management team and organization.

### Who is the FGUA?

The FGUA is a single-purpose local government created by Florida Statutes, focused on water and wastewater utility ownership, operation and management. The FGUA operates pursuant to Florida's open Government Sunshine Laws like all other local governments and "Member Governments" in whose community they work are represented on the FGUA governing board. The FGUA is known for ensuring utilities are brought to public standards by completing necessary improvements, maintaining full regulatory compliance, and offering a high level of customer service.



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The FGUA currently serves approximately 117,000 customer connections in 83 systems within 13 counties.

### **When will the FGUA take over my utilities?**

The proposed acquisition closing date is October 26, 2018.

### **Will there be a rate increase?**

The FGUA has committed to holding the existing general customer rates constant for two years, and limit following years to Consumer Price Index adjustments, unless unforeseen circumstances or financing obligations require otherwise.

### **What changes will I see with my service?**

You may notice new logos on trucks, facilities, your utility bills (some will say FGUA and some may indicate the FGUA's contractor, US Water). Under FGUA ownership, there will be more resources available to help with emergencies and you will hopefully notice more responsive, efficient service.

### **When do I start paying FGUA for my utilities? When do I stop paying the City of Dunnellon?**

The City of Dunnellon will continue to provide customer service and billing functions through a transition period, which is ending on October 26<sup>th</sup>, 2018. Any bill for services that the customer has not paid by October 26<sup>th</sup> shall be made payable to the FGUA.

Please note that you will be given a new account number when you receive your first bill from the FGUA which may be required for some payment options listed.

### **When will I get my first bill from FGUA?**

The FGUA will be conducting all customer service and billing functions after October 26<sup>th</sup>, 2018. Customers should expect to receive their first FGUA bill in approximately the same monthly timeframe that they received their bill from the City of Dunnellon.



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### **Who should I contact if I have questions about my account prior to FGUA ownership?**

Billing will remain the responsibility of The City until the closing date of October 26<sup>th</sup> and you can contact them for any existing concerns. Beginning on Monday, October 29<sup>th</sup>, all questions related to your account can be directed to the FGUA Lady Lake Customer Service Center at 352-633-9700 or 877-657-8889.

### **Will my account number change?**

Yes, please note on your first FGUA bill that you have a new account number. Please make any necessary changes to your records and be advised that payment options with the FGUA will require this new account number.

### **Will my automatic debit payment continue?**

Customers who signed up for the automatic debit payment option with Dunnellon will no longer have money debited from their account for any City of Dunnellon bills due after October 26<sup>th</sup>, 2018.

A new authorization must be given to the FGUA to debit any account for payment. Customers interested in the automatic debit option will have to sign up using the FGUA EZ Pay option. The form will be included in the first bill customers receive from the FGUA or can be obtained by going to the FGUA website at <https://www.fgua.com/customers/payment-options/ez-pay>.

Please note that automatic debits will not occur immediately after submitting an E-Z Pay form. Please allow 4-6 weeks for your FGUA E-Z Pay application to process.

### **Will my automatic payments continue if I set them up through my bank?**

Automatic bank payments may continue for City of Dunnellon bills with a due date prior to October 26<sup>th</sup>, but customers are responsible to update the utility payment information to the FGUA for subsequent payments. The address for these payments is FGUA - PO Box 152823 Cape Coral, FL 33915.



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### Can I pay my bill online?

You can make a payment and view your billing statements by going to <https://www.fgua.com/customers/pay-my-bill>. Payments can be made using a Visa, Mastercard, or Discover Credit Card. Start by entering the zip code where you receive service and you will be directed the Dunnellon payment system. New customers will then be required to create an account.

### Can I pay my bill by phone?

Customers are able to pay their bill by phone with the FGUA by calling 1-855-396-1256. Customers will not be able to discuss bills by phone with the City of Dunnellon after October 26<sup>th</sup>.

### How do I pay my bill by mail?

The FGUA accepts mailed payments at the following address: FGUA - PO Box 152823 Cape Coral, FL 33915.

### Can I get paperless statements and pay online?

Yes, this payment method is called eBilling which is a service that FGUA provides for customers who wish to receive their billing statements via email instead of by the postal service. In order to enroll customers must have a valid email address and simply contact the FGUA Lady Lake Customer Service office at 1-855-396-1256. Customer service representatives are available to assist with setting up your account for eBilling.

### Can I pay my bill through other options?

Yes, FGUA customers can make their payment using the Western Union/Amscot locations not only in Florida but anywhere in the United States. There are 3 locations in the City of Dunnellon:

- Walgreens at 11283 N Williams Street.
- Regions Bank at 20381 E. Pennsylvania Ave.
- Winn-Dixie Wine and Spirits at 10051 US 41.



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For more information about our partner locations, please visit our website at <https://www.fgua.com/customers/payment-options/partner-locations>. Customers are also invited to visit the FGUA Lady Lake Customer Service Office during regular business hours to pay in person. The office is located at Sabal Palms Office Complex, 510 Hwy 466, Suite 204, Lady Lake, Florida. Business hours are Monday-Friday, 8am to 5pm.

Customers will not be able to make in person payments at the City of Dunnellon offices after October 26<sup>th</sup>, 2018.

### **Will I still receive and pay my bills at approximately the same time following the transition?**

The FGUA plans to continue billing cycles consistent with the City's schedule, with a bill date around the end of a given month and a due date of 20 days later.

### **Who do I contact about my service, billing or to report a service emergency?**

Please contact the FGUA Lady Lake Customer Service Office at **352-633-9700** or Toll-Free **877-657-8889**.

### **I'm a seasonal resident of Dunnellon and often turn my service off when I travel north. Will I still pay base fees or reconnect fees?**

The FGUA is adopting the City's fees at this time so you would pay the same charges you did with the City.

### **Do I have to pay a new deposit to the FGUA?**

No, if you have an existing deposit on file with the City of Dunnellon it will be transferred to the FGUA and your account during transition.

### **Will the garbage fee still be on my bill and who do I contact about my garbage service?**

Yes, the garbage fee will still be included on your FGUA monthly statement as it was with the City of Dunnellon. However, if you have any questions regarding your garbage service, you would still contact the City of Dunnellon at 352-465-8500 since



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the FGUA is only including city-provided billing information on the bill and is not providing this service.

### Where can I learn more about the FGUA and the acquisition?

Please visit FGUA's website at [www.fgua.com](http://www.fgua.com) and click onto the "Welcome Dunnellon" tab.