



## FGUA Operations Office

Government Services Group, Inc.  
280 Wekiva Springs Rd., Ste 2070  
Longwood, FL 32779-6026

(877) 552-3482 Toll Free  
(407) 629-6900 Tel  
(407) 629-6963 Fax

Dear Valued Customer:

Since March 2020, the Florida Governmental Utility Authority (FGUA) suspended delinquent collections. Delinquent collection consists of late fees, past due notices, and service disconnections due to non-payment of service. Effective November 1, 2020 the Florida Governmental Utility Authority will resume its collections process.

Although our lobbies remain closed to the public, the FGUA remains dedicated to assisting customers impacted by Covid-19. If you require personal assistance or need to meet with someone, please contact a customer service representative.

If you need to check your account balance or are behind on your payments, it is strongly suggested that you contact your local office immediately to enroll in a payment plan to prevent disconnection of service. Our agents are standing by to assist your needs.

### To make a payment:

- **Visit us online at [www.FGUA.COM](http://www.FGUA.COM)**
- **Call @ 855-396-1256**
- **Sign up for autopay where payments are debited from your account on your due date**
- **Drop the payment in the Drop Box outside of the office.**

Thank you for being a valued customer. Should you have any questions or need special assistance, please contact your local customer service office.

#### Lee and Hardee County

9841 Bernwood Place Drive Unit  
120 Fort Myers, FL 33966  
Lehigh Acres: 239-368-1615  
N Fort Myers: 239-543-1005  
[fgualee@uswatercorp.net](mailto:fgualee@uswatercorp.net)

#### Pasco County

6915 Perrine Ranch Road  
New Port Richey, FL 34655  
727-372-0115  
[fguapasco@uswatercorp.net](mailto:fguapasco@uswatercorp.net)

#### All other Counties

510 Highway 466, Suite 204  
Lady Lake, FL 32159  
877-657-8889  
[fgualadylake@uswatercorp.net](mailto:fgualadylake@uswatercorp.net)

If you require financial assistance please contact your local county government offices or visit [www.fgua.com](http://www.fgua.com) and click on "Financial Assistance".

#### FGUA Board of Directors

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