CUSTOMER FAQs

Beverly Beach Consumption Adjustments FAQ

Why Are the Rates Increasing?

On March 18, 2025, the City of Palm Coast County Commissioners approved a series of rate increases beginning April 1, 2025 to cover critical water and sewer system maintenance needs and comply with Florida Department of Environmental Protection water safety requirements. FGUA Rate Resolution 2023-11, passed by the FGUA Board of Directors on December 15, 2022 permits the adjustment of charges or fees that may result from an adjustment by the City of Palm Coast.

How Are FGUA Rates Determined?

FGUA rates are established to cover the costs of acquiring, improving, managing and operating your utility system. Establishing cost-based rates, fees and charges is an important component in a well-managed and operated utility. Cost-based rates provide sufficient funding to allow communities to build, operate, maintain, and reinvest in their utility system that provides the community with safe and reliable drinking water, sewage disposal and fire protection if designed to do so.

Was a Public Hearing Requested Before These Rates Were Approved?

The Rate Resolution does not require a public hearing for adjustments conducted by the City of Palm Coast. Customers were notified of the pending rate adjustments following the FGUA Board of Directors approving the adjustment at the Thursday, February 19 Board of Directors Meeting.

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What is the Rate Adjustment?

The Beverly Beach rate adjustment would take effect on March 1, 2026. There will be an initial 16 percent rate adjustment that will take effect on March 1, 2026. These adjustments will not affect existing monthly base water and sewer fees. The table below contains the approved adjustments per 1,000 gallons used:

Beverly Beach

	Current Rates Effective October 1, 2025		Rates Effective March 1, 2026	
	Water	Sewer	Water	Sewer
Residential	$8.89	$6.96	$10.31	$8.07
Commercial	$8.89	$8.34	$10.31	$9.67

Note: Consumption charge per 1,000 gallons of metered water

Who Can I Contact if I Have Billing or Service Questions?

Customers may call FGUA Customer Service at (904) 990-1441 or submit an online e-mail comment form on our "Contact Us" web page on the FGUA website. Emails are addressed within one business day.

CUSTOMER SERVICE CENTER LOCATIONS

Lake County

510 Hwy 466, Suite 104A Lady Lake, FL 32159

Phone: 877-657-8889
Fax: 352-633-9189

Serving: Alachua, Putnam, Marion, Lake, Volusia, Seminole, Orange, Polk and Citrus

Lee County

9841 Bernwood Place Dr, Suite 120 Fort Myers, FL 33966

Lehigh Acres,
Phone: 239-368-1615
Fax: 239-368-7486
North Fort Myers,
Phone: 239-543-1005
Fax: 239-543-2226

Nassau County

5185 S. Fletcher Avenue, Unit 5 Fernandina Beach, FL 32034

Phone: 904-601-2161
Fax: 904-601-2168

Pasco and Flagler Counties

6915 Perrine Ranch Road New Port Richey, FL 34655

Pasco,
Phone: 727-372-0115
Fax: 727-372-2677
Flagler,
Phone: 904-990-1441
Fax: 727-372-2677