Important Update to the FGUA Online Customer Portal

The new FGUA Online Customer Portal system will provide you with an improved all-around experience. Here are a few simple questions and answers to help you get acquainted with this new system.

What is changing?

FGUA now has a simplified way of paying bills online, through an improved customer portal. This includes the new option to setup Autopay using a credit card, debit card, checking account, or saving account; introduces "Real Time Payments", allowing payments to be posted immediately to your account; and brings to you a new customer portal experience.

Will I be able to pay a deposit online?

Yes. However, if you are requesting same-day or next-day service, please contact your local Customer Service Office to provide them with your payment confirmation number.

Will I be able to pay a reconnect fee online?

Yes, if you have been disconnected for non-payment you will be able to pay online. However, please provide the payment confirmation number to your local Customer Service Office to ensure timely restoration of service. This includes requests for same-day service restoration. Reconnection fees will still be applied to your account.

What if I have a bill payment system already in place through my bank/credit union?

(Currently known as the EZ-Pay system)

If you are a current EZ-Pay customer, you will be automatically enrolled into the new AutoPay system. However, we encourage any current EZ-Pay customers to sign into their customer portal to ensure all information is current.

Can I set up AutoPay online?

If you are a customer not currently enrolled in EZ-Pay, you can set up AutoPay by enrolling within the customer portal. To enroll, log into your customer portal and select "AutoPay" in the navigation menu. Here you will be able to input your payment information, payment date, and payment frequency. Any payment methods updated through the customer portal will be updated in real-time.

Will I still receive a paper copy of my bill?

Yes. However, you will have the option to opt-out of receiving mailed copies. To opt-out, please visit your customer portal.

What payment methods and payment options will be available?

- Visa, Mastercard, and Discover credit and debit cards
- ACH/eCheck
- 24-hour interactive voice response
- Simplified Set-it-and-forget-it AutoPay

Where can I find my bill?

You will be able to view your bill by logging into the customer portal. If you have chosen to receive eBills, you will be able to receive these via email and/or text.

Is there a fee to use the online payment system?

There is no fee to register your account or to use the online payment system.