



FOR IMMEDIATE RELEASE
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New Hours for Pasco County Utilities Customer Service Centers

~~Walk-in and drive-through services: 8:30 a.m. to 4 p.m., beginning January 1, 2020~~

PASCO COUNTY, FL ---- Pasco County Utilities (PCU) is changing its Customer Service Center hours in response to growing requests for a more automated experience. Beginning January 1, 2020, walk-in and drive-through services for all PCU Customer Service Centers will be available Monday through Friday, from 8:30 a.m. to 4 p.m. The nominal, half-hour reduction provides the ability to offer round-the-clock automated support.

“Providing innovative alternatives for our customers has significantly reduced our afternoon walk-in traffic,” said PCU Customer Information and Services Director Sandra Anderson. “A focused team effort outside of office hours, toward online support, provides our customers with the flexibility to manage their account at any time – all while decreasing operational costs by more than \$25,000 annually.”

Secure, instant account access is now tailored to meet our customers’ schedules, with the following options:

- 24/7 Online account access and bill pay through PascoEasyPay.com
- 24/7 Pay-by-Phone by calling (844) 450-3704
- 24/7 Secure drop boxes located outside each Customer Service Center
- Live Call Center Support available Monday through Friday, 8 a.m. to 5 p.m.
West (727) 847-8131 | Central (813) 235-6012 | East (352) 521-4285
- New Same Business-day/Next Business-day call back option

PCU has a long-standing mission to support customers and provide high quality water, wastewater, reclaimed water and solid waste services. Visit PascoCountyUtilities.com for more information and service details.

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“Pasco County—Florida’s Premier County”