



Dear Florida Governmental Utility Authority (FGUA) Customer:

Soon we will be welcoming you as one of our newest water and wastewater customers as the Florida Governmental Utility Authority (FGUA) infrastructure and the customers it serves gets integrated into Pasco County Utilities (PCU) starting July 1, 2020. An integration agreement between FGUA and the Pasco County Board of County Commissioners was reached and approved in January 2020.

You are already familiar with some PCU's services as we administer your solid waste, recycling, and yard waste collection, and operate the landfill, recycling drop-off centers, and the hazardous materials collection center within the County.

Our PCU staff is committed to providing the highest level of professional and courteous service. As such, they will become your resource for water and wastewater services and questions. You may receive advanced calls and emails from our staff to help ensure a smooth transition into our customer service and billing systems. Also, PCU bills the account holder, and all accounts are established in the name of the property owner, management company or tenant, in accordance with PCU ordinances.

Information about PCU's water and wastewater rates are included. The rates became effective on January 1, 2020 and will remain the same through September 30, 2020. Starting July 1, 2020, PCU will take ownership and be responsible for your water backflow device, including annual inspections. The fee for these services and all of PCU rates, fees and charges may be found at: bit.ly/pcurates

To facilitate the transfer of your FGUA water and wastewater account to PCU, we are asking you to please **immediately** take the following steps to ensure a seamless transition:

1. Review your Mailing Address and Billing Address located at the top of this letter and email us any corrections needed to WelcomeToPCU@MyPasco.net, or call us at 813-235-6012.
2. Make no further payments to FGUA after you pay them for your final bill, which you should receive from them in June 2020.
3. Cancel any automatic bank draft payments you have with FGUA effective July 1, 2020. You may return to that payment method after you become a PCU customer.

UTILITIES CUSTOMER INFORMATION & SERVICES DEPARTMENT

813.235.6012 | Administration Offices | 19420 Central Boulevard, 1st Floor | Land O' Lakes, FL 34637

Once you become a PCU customer you will be able to make payments online, via the phone, by mail, at a drop box, or at our two drive through locations.

We are very pleased to soon welcome you as a customer of Pasco County Utilities. Should you have any questions, please contact Utility Billing and Customer Service at 813-235-6012, or send us an email to WelcomeToPCU@MyPasco.net.

Sincerely,



Sandra E. Anderson, MPA
Customer Information & Services Director
Pasco County Utilities
(813) 235-6185 (Office)
(727) 809-1683 (Cell)
SEAnderson@MyPasco.net

SEA/cat

PCU RATES AND CHARGES

PER UNIT WATER CHARGES 5/8" & 3/4" ONLY BASE RATE = \$9.84

1,000 to 5,000 gallons ----- \$1.95 per 1,000 gallons
5,001 to 10,000 gallons ----- \$3.09 per 1,000 gallons
10,001 to 15,000 gallons ----- \$6.21 per 1,000 gallons
15,001 and over ----- \$8.37 per 1,000 gallons

SEWER CHARGES BASE RATE = \$19.00

Base rate plus \$5.85 per each 1,000 gallons of metered water.

Maximum monthly residential sewer (capped 10,000 gallons 5/8" & 3/4") \$77.50

There is no maximum sewer charge on commercial accounts.

UTILITIES CUSTOMER INFORMATION & SERVICES DEPARTMENT

813.235.6012 | Administration Offices | 19420 Central Boulevard, 1st Floor | Land O' Lakes, FL 34637