



PCU Billing and Customer Service

The first bill received from Pasco County Utilities (PCU) will be in July 2020, reflecting the first full month of charges for PCU services. FGUA Aqua will continue to read meters; however, those reads will be provided to PCU to generate and send billing statements consistent with PCU rates.

The last bill received by FGUA Aqua will take place in June 2020, reflecting the last read for FGUA service rates and any service credits. Any deposits held by FGUA for water and/or wastewater services will be credited/applied to the final FGUA bill in June. Monies/credit balances remaining on an account after the deposit has been applied will transfer over to the new PCU account. **(Please note that it may take up to two (2) billing cycles for a credit to be applied to a new PCU account.)**

Payment Options for PCU Customer

The first PCU bill will include a new account number and a new customer number. Both numbers will be needed to create and/or have access to various payment options.

- Automatic Bank Payment (EFT) Connect at bit.ly/pcu-service-centers to request an owner/tenant or property management form
- Auto Pay with Credit or Debit Card Set up automatic monthly payments through your online profile at bit.ly/register-e-bill
- Credit or Debit Card via online account Create an online account access profile at bit.ly/register-e-bill to make a payment each month online
- Credit or Debit Card via Automated Self Service Telephone System Call 844-450-3704
- Mail Payment Mail payment slip and check, in the envelope Provided
- Pay in person at limited walk-up area 14236 Sixth Street, Suite 103, Dade City
- Pay at a drive-thru location 7536 State Street, NPR
19420 Central Boulevard, Land O' Lakes

Please call 727-847-8131, or email WelcomeToPCU@MyPasco.net, with any questions. Additional information may be found by visiting bit.ly/PCUServiceUpdates.