Save time and money with **E-Z Pay**

Electronic Debit Payment Program

Clear Form

The Florida Governmental Utility Authority (FGUA) makes it E-Z for you to pay your monthly water and/or wastewater bill. With E-Z Pay, your payments will be directly debited from your checking or savings account.

Simply complete the attached form and return it to your FGUA office to enroll in the free and convenient E-Z Pay program. Best of all, if you ever have any questions, help is just a phone call away. Contact your local FGUA Customer Service Center and a representative will gladly help you.

How does E-Z Pay work?

Each month we will send a request to your bank for an electronic transfer of funds to pay your FGUA bill. Instead of mailing a check or dropping by our office to pay your bill, the money is directly transferred from your bank to us. You receive a monthly statement from FGUA indicating the amount of your bill and the approximate date your bank will debit your account. It's that E-Z. It's important that you review your statement each month and record the dollar amount in your checking or savings account, just as if you had drawn a check or made a withdrawal.

How will I know when the E-Z Pay starts?

We will print a message on your bill to confirm your enrollment. The message will indicate the approximate date E-Z Pay begins. It takes four to six weeks to complete the enrollment, so continue to pay your bill by check or in person until you receive this message on your bill confirming enrollment.

When does the money have to be in my account?

Automatic funds transfer for bill payment takes place approximately 15 days after your bill is issued. Your monthly bank statement will also show the date of thetransaction and the amount. Please note if there are insufficient funds in your bank account on the transaction date, the bank will return the E-Z Pay charge. Just as a check returned for insufficient funds, your bank and FGUA may charge a processing fee.

What if I have questions about my account?

Call your local FGUA Customer Service Center with any questions or concerns. One of our customer service representatives will be happy to assist you. Credits or debits to your account will be handled in the same manner as they always have and you will continue to receive your monthly FGUA billing statements. It is important that you notify us within 10 days of the billing date in order to process corrections before your designated bank account is debited.

How do I cancel my enrollment in E-Z Pay?

You may discontinue your enrollment in E-Z Pay at any time . FGUA must receive your written request to cancel your enrollment five days before your account is debited. If your request is received after that time, enrollment will be cancelled for the next monthly billing.

You may mail your request or stop by your local customer service center and complete a form to end enrollment.

Sign up for **E-Z Pay** NOW!

Fill out and return this form to FGUA along with your monthly utility bill payment or deliver it to your local FGUA customer service center.

Customer Account Number

Customer Name (as it appears on bill)

Service Address and Street

City

State | *Zip Code*

Daytime Telephone (with area code)

Authorization Agreement

Banking, Credit Union Information

Name of Financial Institution

Account Number | *Routing Number*

I authorize Florida Governmental Utility Authority (FGUA) to automatically initiate charges (debit entries) to my bank account as indicated herein, and for my bank to accept and post such charges for the payment of all bills rendered to me by FGUA.

FGUA will continue to send a statement each month approximately 15 days before my bank account is charged. FGUA will impose a processing fee in the event a charge is not paid by my bank.

I understand that I may discontinue this payment service by notifying FGUA in writing, five business days prior to the time my account will be charged.

Upon notification, FGUA will correct any errors or incorrect charges. If corrections in the debit account are necessary, it may involve a credit or debit to my account.

Please allow 4-6 weeks for your application to be processed. FGUA will notify you of approval or other action with a message on your bill. Please continue to pay your bill as you normally would until you are notified.

Account Holder 1 Signature
(If joint account, both account holders must sign.)

_____ **Date** _____

Account Holder 2 Signature

_____ **Date** _____

Visit us online at www.fgua.com for water-saving tips and information

CUSTOMER SERVICE CENTER LOCATIONS

Lake County
Serving: Alachua, Putnam, Marion, Lake, Volusia, Seminole, Orange, Polk and Citrus
510 Hwy 466, Suite 104A
Lady Lake, FL 32159
Fax: 352-633-9189
Phone: 877-657-8889

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

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