



*"Focused on Service,
Committed to Excellence"*

Winter 2015

Dear Pasco County Utilities Customers:

Thank you so very much for your continued communication, patience and suggestions in assisting us in the transition from a 30 year legacy system to the new Customer Information & Services (CIS) System.

We want to express our sincere apology to all of our Customers who have experienced any issues with our services due to the upgrade of our processes and/or the implementation of our new Customer Information System (CIS). Though we had anticipated post "Go Live" challenges, it is apparent that we underestimated the impact, which resulted in a significant reduction in the level of service provided to our valued Customers. Some of the issues were longer call wait times, longer front counter wait times, bill clarity and problems with our new Customer Web-portal.

Additionally, we had some data conversion issues for some customers that caused missed meter readings in June, resulting in July bills for 60 days of usage. Unfortunately, this coincided with the driest time of the year, which means the highest irrigation usage. This issue accounted for many of our customer inquiries and long wait times as we worked through the process of explaining and making billing adjustments when necessary.

As we are sure you are aware, transitioning technology and services on this scale always has challenges. We are committed to working with our customers to be more customer-oriented and to deliver a high level of service. It is our expectation that the upgrade of our new Customer Information System (CIS) and processes will help Pasco County Utilities achieve this objective. We want to thank you for your patience and understanding as we continue to work through this transition.

If you have experienced, or are currently experiencing, any problems that you believe have not been resolved, please contact us (727) 847-8131, extension 7656.

Sincerely,

Bruce E. Kennedy, P.E.
Pasco County Utilities Assistant County Administrator



CIS, Customer Information & Services System provides the functionality of providing more information on your bill, such as the number of gallons used each month and the tier charges per thousand gallons. This is not a change in the manner charged but the functionality to provide this information on the bill. Also customers can view account information when registered to pay on-line and making a payment. View water usage and compare your usage to your neighbors. CIS provides the opportunity to better understand your usage and how you are billed.



NO FEE

QUICK PAYMENT

www.pascoeasy pay.pascocountyfl.net

Pay by credit card over the phone or online. No fee.

Reps cannot take payments.

Frequently Asked Questions:

Find the answers to the most frequently asked Pasco County Utilities questions. Visit:

www.pascoeasy pay.pascocountyfl.net



GET ANSWERS

E-BILLS

CONVENIENT

View Your Account Information

To Register Visit:

www.pascoeasy pay.pascocountyfl.net

Contact Information

Email: utilcustserv@pascocountyfl.net

Phone Numbers:

- (727) 847-8131
- (352) 521-4285
- (813) 235-6012

Fax Number:

(727) 847-8972

Customer Information & Services Department

7536 State Street

Suite 118

New Port Richey, FL

14236 Sixth Street

2nd floor

Dade City, FL

CONSERVE WATER WISELY



**VACATION TURN ON/OFF
MINIMUM BILL WILL BE CHARGED**

PRIOR NOTIFICATION REQUIRED (ON & OFF)

You may elect to have your water services turned off at the meter on a vacation temporary turn-off.

The request must be submitted in writing or in person.

Email your request to utilcustserv@pascocountyfl.net

or mail to Pasco County Utilities, 7536 State Street, Suite 118, New Port Richey, FL 34654.

Allow a minimum of 3 business days.