

CITY OF
GAINESVILLE

WATER RESOURCES

DATE: January 1, 2022
TO: Department of Water Resources Customers
FROM: Renee Ward, Customer Service Manager
SUBJECT: Updated Account Security

In 2009, The City of Gainesville Department of Water Resources developed an Identity Theft Prevention Program pursuant to the Federal Trade Commission's Red Flag Rules, which implements Section 114 of the Fair and Accurate Credit Transactions Act of 2003. 16 C.F.R. 681.2

What this meant for our customers is that there will be tighter security in order to protect your personal and financial information regarding your utility account.

All customers are requested to provide a four digit security code for their utility account. Providing this code will enable you to request turn off of service, change your mailing address and receive information regarding billing, payments and usage for your account over the phone. Updates to your security code can be completed at the follow link:

<https://www.gainesville.org/FormCenter/Water-Resources-6/Red-Flag-Questionnaire-52> .

If you choose not to provide the four digit security code, then you will need to access your account from the following link: <https://www.gainesville.org/255/Water-Resources> .

If you have any questions or concerns, please feel free to call our Customer Service Department at 770-535-6878; Monday – Friday, 8am – 5pm.

Sincerely,
Renee Ward
Customer Service Manager