GAINESVILLE HOMEOWNERS: CHECK YOUR BILLS

Overcharged for Water for 16 Months. We Fought Back and Won a $2,400+ Credit.

After weeks of persistent communication with higher-ups at our regional utility, the credit was approved. Now **Why Pay GRU More Than You Owe** is helping neighbors find out if they're owed money too.

$2,400+
credit won

16 months
of overcharges found

Weeks
of persistent follow-up

What happened

For 16 months, the water charges on our utility account were higher than they should have been. It wasn't obvious month to month. It only became clear once we dug into billing history and found a spike in May 2025. We did not stop at one phone call: our team escalated through multiple levels of the regional utilities company, documented the issue, and followed up until the overcharge was recognized and a credit of more than $2,400 was applied. *If it happened to us, it can happen to you.*

Three things every homeowner should check

1

Bill jumped recently?

A recent increase in your water or gas bill can mean a leak, on your property or on city property. You must investigate while you keep paying.

2

Meter across the sidewalk?

If your meter is across the sidewalk and outdated or inadequate, you may be entitled to an upgrade free of charge, and adjustment for leaks around the meter.

3

GRU trucks at your home?

If GRU crews did work in front of your home in response to leaks in the past 12 months, you may want to closely review your bill or have us do it. You may be eligible for a credit or refund.

Eligibility depends on your individual account and circumstances. These are possibilities worth checking, not guarantees.

Why Pay GRU More Than You Owe?

Send us your recent bills and we'll help you look for overcharges, leaks, meter issues and credits you may be entitled to.

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