

DELIVERING SAFE DRINKING WATER



November 11, 2024

In January, Florida River Estates will be included in a cohort of businesses migrating from the UBMax meter reading & billing software to gWorks. While the old system was a bit antiquated, it was right-fit and right-cost for us. As of 2025 that system will no longer being supported. The gWorks system is modern and easier to manage from the administrative perspective. It also includes several new and desirable features to residents. A pricing schedule is below.

UBMax (current)

Debit/Credit Card Payments

\$3 fee for every \$100 of billing
(\$6 per bill for most water users)
One Time Payments

gWorks (future)

Debit/Credit Card Payments

3.5% per transaction
(\$5-6 per bill for most water users)
One Time Payments
Recurring Automatic Payments

ACH/Bank Payments

\$2.45 per transaction
(FRE will cover ACH fees, see below)
One Time Payments
Recurring Automatic Payments

Online payments were requested and have been offered since January 2022, but usage is quite low with only 5-10% of residents using it regularly. The system has helped us reduce overdue balances and administer the billing process more effectively. Because software costs are fixed, online payments are the most cost-effective method for the water company. Processing paper payments takes additional time for our bookkeeper to go to the post office, deposit cash & checks, handle inquiries about timing & receipt, and manually account for payments.

The water company will absorb transaction fees for all ACH/Bank payments in gWorks. This means there will be no additional cost to you to utilize this feature. We will continue to accept cash & checks but encourage you to take a look at gWorks and consider switching to online payments. You will receive more information from us when the gWorks system is available for enrollment. February bills will be processed on the new system. Please excuse any unexpected nuances as we learn the new software.

Thank you,
Florida River Estates Water Company
Board of Directors

Contact Information

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