

Gainesville Regional Utilities

Media Line: 352-334-2677

GRU Offers Convenient Options during Busy Time

Gainesville, Fla. (July 5, 2017) – GRU processes more than 25,000 service requests between late July and mid-August, making this our busiest time of the year. With thousands of students requesting connections as they return to Gainesville for the start of fall classes, customers may experience longer-than-usual wait times on the phone and in the lobby. To ensure continued high-quality service during peak periods, GRU offers several convenient options for customers.

Online Tools and Application

Customers who need to start, stop or move their utilities can visit gru.com/welcome. The website provides all of the information necessary to transfer services when you move within or outside of Gainesville. International students must visit the GRU Administration Building with their passport and any supporting documentation to request service.

- [Start, stop or move utility services](#)
- [Make a payment](#)
- [Submit a question or other request](#)

Account Management

Customers can sign up for [eBill](#), GRU's paperless billing option, to receive and pay monthly bills online at gru.com/ebill. GRU also offers AutoPay by Bank Draft, which drafts the payment directly from your bank account.

Customer Service

To answer service and billing questions, customers can call 352-334-3434 to speak with a customer service representative from 7:30 a.m. – 6 p.m. on Monday, Tuesday, Thursday and Friday, and from 9 a.m. – 6 p.m. on Wednesday.

Payment Locations

Customers can now make payments at Western Union locations including Publix, SunTrust, Walgreens and more. Use payment code “GRU” and pay your bill with cash at participating Western Union® payment centers. Find a center near you at gru.com/paymentlocations.

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GRU is a citizen-owned, multi-service utility in Gainesville, Fla., providing reliable electric, natural gas, water, wastewater and telecommunications services to more than 93,000 retail and wholesale customers in Gainesville and the surrounding community. As an engaged participant in an innovative community, GRU offers a robust selection of programs and services to help customers manage their utility use and save money. GRU also has a proven commitment to renewable energy.

