



**Customer Service**

P.O. Box 147051  
Gainesville, FL 32614-7051  
(352) 334-3434  
Toll Free: 1-800-818-3436  
Website: gru.com

**GRU Password Verification Program**

The "Password Verification Program" is an agreement between you and GRU authorizing others to act on your behalf for actions related to your utility account. This program also acts as an extra layer of identity verification when contacting GRU Customer Service by phone.

Any individual authorized to access your account, must know the password you provide below. Once the password has been successfully verified, GRU will start service and transfer service in your name and complete any other business transaction(s) requested by the individual.

Non-residential start service requests or enrollment in either the Collective Invoice Account or the Leave It On program are exempt and will not be processed without following standard application procedures. Password verification is not required for execution of a stop service request, the processing of payments or requests submitted via mail, email and/or online.

By signing up for this program, you agree to be responsible for any associated charges related to the requested business transaction(s) authorized through the Password Verification Program. Should you forget or need to change your password, you may visit us in person at 301 SE 4<sup>th</sup> Avenue, Gainesville, FL, 32601 with your valid state or government issued photo identification card.

You may also submit your request in writing, along with a legible photocopy of your valid state or government issued photo identification card. Written requests may be mailed to PO Box 147051, Gainesville, FL., 32614-7051, or emailed to [customerservice@gru.com](mailto:customerservice@gru.com).

To enroll in the Password Verification Program, please complete the information requested below and provide us with an alpha and/or numeric password in the "Password" field below that will enable us to identify you or your authorized representative.

Name of GRU Customer: \_\_\_\_\_

D/B/A: \_\_\_\_\_

Title: \_\_\_\_\_

Current GRU Account Number: \_\_\_\_\_

Business Phone#: \_\_\_\_\_ Alternate Phone#: \_\_\_\_\_

Password: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_