

# UNDERSTANDING YOUR BILL

A guide for residential and non-demand business customers

## 1 SERVICE ADDRESS

Physical Location service is being provided.

## 2 SECURITY DEPOSIT

If you have a cash deposit on file with GRU, it will be listed here.

## 3 UTILITIES

Charges for GRU services used during the billing period.

## 4 CITY OF GAINESVILLE

Charges for City of Gainesville services used such as garbage pickup and stormwater.

GRU assists the City in billing for these services as a convenience so customers can avoid the need to make a separate payment.

## 5 TAXES & SURCHARGES

Various State, County and City taxes and surcharges assessed to utility services.

## 6 ADJUSTMENTS & SERVICE CHARGES

Any adjustments to your balance or other charges, such as fees, rebates, and interest earned on your security deposit.

## 7 PREVIOUS BILL ACTIVITY

Summary of previous balance, payments received, and any outstanding balance forward.



Gainesville Regional Utilities  
301 S.E. 4 Avenue www.gru.com  
Gainesville FL 32601 352-334-3434

AMY I JONES  
123 MAIN ST  
GAINESVILLE FL 32601

PARTNER: 1090000001  
701000000000  
ROUTE: 111111  
RES

Cash Security Deposit on File is \$0.00

### SUMMARY OF SERVICES

UTILITIES		
Electric	\$	118.36
Gas	\$	26.23
Water	\$	49.25
Wastewater	\$	59.50
<b>Total Utility Charge</b>	<b>\$</b>	<b>253.34</b>

### CITY OF GAINESVILLE

35 Gal Refuse Container	\$	22.75
Stormwater Fee 1ERU	\$	9.45
<b>Total City Charges</b>	<b>\$</b>	<b>32.20</b>

### TAXES AND SURCHARGES

Florida Gross Receipts Tax	\$	3.88
County Utility Tax	\$	13.04
<b>Total Taxes and Surcharges</b>	<b>\$</b>	<b>16.92</b>

**TOTAL CURRENT MONTH CHARGES** \$ 302.46

### ADJUSTMENTS & SERVICE CHARGES

PROJECT SHARE	\$	5.00
<b>TOTAL ADJUSTMENTS &amp; SERVICE CHARGES</b>	<b>\$</b>	<b>5.00</b>

### PREVIOUS BILL ACTIVITY

Previous Balance	\$	211.97
Payment Amount (Date: 06/02/16)	\$	-211.97
<b>BALANCE FORWARD</b>	<b>\$</b>	<b>0.00</b>

Account: 2000-1234-5678 Page 1 of 2  
Bill Date: 05/25/18

### ACCOUNT SUMMARY

Current Month Charges:	\$	302.46
Adjustments & Service Charges	\$	5.00
Balance Forward:	\$	0.00
<b>TOTAL AMOUNT DUE</b>	<b>\$</b>	<b>307.46</b>

### AVERAGE DAILY CONSUMPTION

Service	Meter	This Month	Last Month	Last Year
ELECTRIC	E030910752	30.10	15.00	30.00
GAS	G87241	0.60	0.93	0.47
WATER	W97965050	0.40	0.30	0.30
<b>AVERAGE TEMPERATURE (High/Low)</b>		<b>86/60</b>	<b>80/56</b>	<b>85/61</b>
<b>MONTHLY RAINFALL (inches)</b>		<b>3.95</b>	<b>2.21</b>	<b>4.49</b>

- SERVICE AGREEMENT:** Use or consumption of services rendered by this City shall constitute an agreement by the consumer with the City to abide by the rules of the City with regard to its utility service, including, but not limited to prevailing ordinances and policies of this City and its departments.
- A 1.5% late fee will be charged for new charges not paid by 7 P.M. on your due date.
- Service disconnection may result from past due balances.

### MESSAGES

- Irrigation rules during daylight savings time. Homes with odd-numbered or no addresses should water on Wednesday/Saturday. Homes with even-numbered addresses should water on Thursday/Sunday. For more irrigation tips visit gru.com

Please tear off this portion and return it with your payment in the enclosed envelope.

### CHANGE OF MAILING ADDRESS

Street: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Home: \_\_\_\_\_ Cell: \_\_\_\_\_

ACCOUNT# 2000-1234-5678

Please write account number on check and make check payable to: GRU

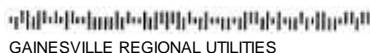
Payment Amount

Or pay online at [www.gru.com](http://www.gru.com)

Current month charges due by  
7pm on 06/18/2018

Total Amount Due

\$ 307.46



GAINESVILLE REGIONAL UTILITIES



AUTO\*\*SCH 5-DIGIT 32601 111 T4:6 111 1 AV 0.388

AMY I JONES  
123 MAIN ST  
GAINESVILLE FL 32601



200012345678 00 00000000 000030601

## 8 ACCOUNT

Each service address has a unique 12-digit account number. Include it on all payments and correspondence.

## 9 BILL DATE

Date on which your bill was prepared and sent.

## 10 ACCOUNT SUMMARY

Summary of account balance, which includes current charges, adjustments, and any balance forward.

## 11 DUE BY

Last date to submit payment for new charges and avoid a late fee.

## 12 AVERAGE DAILY CONSUMPTION

Information helpful for understanding seasonal changes in your bill. Provides comparisons of the current month's usage with last month and last year for electricity, gas, and water. Includes average temperature and rainfall data to show how weather may have affected usage.

## 13 MESSAGES

Important messages, including tips on how to lower your bill and save money.

## 14 PAYMENT STUB

Please detach and return with payment if paying by mail or in person. GRU offers several other convenient payment options. Go to [www.gru.com](http://www.gru.com) or see the back of your envelope for more details.

## 15 Total amount due

Pay this to keep your account current.

## A SERVICE DETAILS

In the header, find information about when and how meters were read and total consumption for that month.

## B CUSTOMER CHARGE

Basic charge to cover costs of making electric, gas, water, and wastewater services available when you need it.

## C USE CHARGES

Calculated by multiplying usage by the appropriate rate.

**Billing Tiers:** You can lower your electric and water bills by paying close attention to this section. GRU's rates are tiered, which means the price per unit goes up for higher levels of usage to reflect the higher costs associated with providing that electricity or water.

## D FUEL ADJUSTMENTS

Electric Fuel Adjustment and Purchased Gas Adjustments are used to recover fuel costs. GRU makes no profit on fuel.

## E GRAPH

Thirteen months of usage data to show seasonal trends and how change in use affects the bill.

## F ELECTRIC CONSUMPTION

Total amount of electricity used during the billing period, measured in kilowatt hours (kWh).

Present reading: 74573  
Previous reading: -73670  
 Difference: 903  
Meter Multiplier: x 1  
 Electric Consumption 903 kWh

## G Meter Multiplier

Meters can measure usage differently depending on the manufacturer. For most residential electric customers, the multiplier is 1, for gas it is 1.017.

Account: 2000-1234-5678 Bill Date: 05/25/2018 Page 2 of 2

Electric Service Details Example										
Meter Number	METER READING DATES		Meter Read Type	Days of Service	METER READINGS		Meter Multiplier	Electric Consumption	Peak Demand	Next Meter Read on or About
E112233	4/18/2018	5/18/2018	ACTUAL	30	Previous 73670	Present 74573	1.00000	903 kWh	NA	6/19/2017
<b>Description</b>										
ELECTRIC CUSTOMER CHARGE										
			Usage	Rate	Amount					
			850	\$ 0.0440	\$ 37.40					
			53	\$ 0.0660	\$ 3.50					
			903	\$ 0.0700	\$ 63.21					
					\$ 3.03					
					\$ 5.82					
<b>Total for Electric Services</b>					<b>\$ 127.21</b>					

Gas Service Details Example										
Meter Number	METER READING DATES		Meter Read Type	Days of Service	METER READINGS		Meter Multiplier	BTU Factor	Gas Consumption	Next Meter Read on or About
G223311	4/18/2018	5/18/2018	ACTUAL	30	Previous 3204	Present 3221	1.01700	1.020	18 THM	6/19/2018
<b>Description</b>										
NATURAL GAS CUSTOMER CHARGE										
			Usage	Rate	Amount					
			18	\$ 0.6300	\$ 11.34					
			18	\$ 0.0556	\$ 1.00					
			18	\$ 0.2300	\$ 4.14					
					\$ 0.85					
					\$ 2.29					
<b>Total for Gas Services</b>					<b>\$ 29.37</b>					

Water and Wastewater Service Details Example										
Meter Number	METER READING DATES		Meter Read Type	Days of Service	METER READINGS		Meter Multiplier	Water Consumption	Wastewater Consumption	Next Meter Read on or About
W331122	4/18/2018	5/18/2018	ACTUAL	30	Previous 1101	Present 1113	1.00000	12 kGals	8 kGals	6/19/2018
<b>Description</b>										
WATER CUSTOMER CHARGE										
			Usage	Rate	Amount					
			4	\$ 2.45	\$ 9.80					
			8	\$ 3.75	\$ 30.00					
			0	\$ 6.00	\$					
					\$ 4.93					
					\$ 9.10					
			8	\$ 6.30	\$ 50.40					
<b>Winter max is 8 kGals</b>					<b>\$ 113.68</b>					

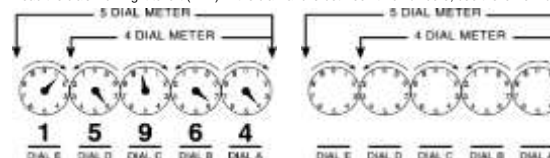
**Customer Inquiries**  
 Customer Service (352) 334-3434 Nationwide Toll-free Number 1-800-818-3436  
 Emergencies or Outages (352) 334-2871 Stormwater Service (352) 334-5070  
 Solid Waste Service (352) 334-2330

**Payment Information**  
 Make checks payable to GRU; return stub and check to: P.O. Box 147051, Gainesville, FL 32614-7051. You may also pay your bill online, by phone at 1-866-269-2881 or at a convenient location in your neighborhood. Visit [www.gru.com](http://www.gru.com) for details.

Lobby ..... 8 AM - 5 PM M, T, Th, F and 9 AM - 5 PM W  
 Drive-thru ..... 7:30 AM - 6 PM M-F  
 Night depository payments will be posted the next business day if received after 3:30 PM weekdays.

### HOW TO READ YOUR METER

Read the dials from right to left (A - E). If the dial hand is between two numbers, use the low or number.



## H NEXT METER READ

Approximate date of next meter reading.

## J BTU FACTOR

Monthly variable used to convert cubic feet to therms in order to calculate gas consumption. A typical value is 1.028.

## K GAS CONSUMPTION

Total amount of natural gas used during the billing period, measured in therms.

Present reading: 3221 Ccf  
Previous reading: -3204 Ccf  
 Difference: 17  
Meter Multiplier: x 1.017  
 17.289 Ccf  
 BTU Factor x 1.028  
 Gas Consumption: 17.77  
 Or 18 Therms

## L METER READ TYPE

This will state "ACTUAL" if GRU was able to access and read the meter. It will state "ESTIMATED" if GRU was unable to read the meter. For example, if access to the meter was blocked by a locked gate.

## M DAYS OF SERVICE

The number of days in this billing period.

## N WATER CONSUMPTION

Total amount of water used during the billing period, measured in thousands of gallons (kGals).

Present reading: 1113  
Previous reading: -1101  
 Difference: 12  
Meter Multiplier: x 1  
 Water Consumption 12 kGals

## P WASTEWATER CONSUMPTION

For most residential customers, this is not a metered service. Instead, these charges are based on either the amount of water used during that period or a customer's "Winter Max". The Winter Max is the highest daily water consumption during the January and February bill periods.