UNDERSTANDING YOUR UTILITY BILL

A guide for residential 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

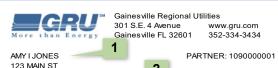
Various State, County and City taxes and surcharges assessed to utility services.

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.



ROUTF: 111111

RES

Cash Security Deposit on File is \$0.00

GAINESVILLE FL 32601

Cash decanty Deposit on File is 40.00		
SUMMARY OF SERVICES		
UTILITIES		
Electric	\$	118.33
Gas 3	\$	28.28
Water	\$	49.49
Wastewater	\$	59.74
Total Utility Charge	\$	255.84
CITY OF GAINESVILLE 4		
35 Gal Refuse Container	\$	22.75
Stormwater Fee 1ERU	\$	9.92
Total City Charges	\$	32.67
5		
TAXES AND SURCHARGES		
Florida Gross Receipts Tax	\$	3.98
City of Gaines ville Utility Tax	\$	15.92
Total Taxes and Surcharges	\$	19.90
TOTAL CURRENT MONTH CHARGES 6	\$	308.41
TOTAL CURRENT MONTH CHARGES	Þ	306.41
ADJUSTMENTS & SERVICE CHARGES		
PROJECT SHARE	\$	5.00
TOTAL ADJUSTMENTS & SERVICE CHARGES	\$	5.00
PREVIOUS BILL ACTIVITY		
Previous Balance 7	\$	211.97

0		
Q	Account: 2000-1234-5678 Bill Date: 05/22/20	Page 1 of

20		_
	10	
\$	308.41	11
\$	5.00	
\$	0.00	
\$	313.41	DUE BY 06/12/2020
	\$	\$ 308.41 \$ 5.00 \$ 0.00

•	AVERAGE DAILY CONSUMPTION						
•	Service	Meter	12	This Month	Last Month	Last Year	
	ELECTRIC	E030910752	12	29.13	14.52	29.03	
•	GAS	G87241		0.58	0.90	0.45	
	WATER	W97965050		0.39	0.29	0.29	
	AVERAGE TEN	PERATURE (High	gh/Low)	87/62	81/56	85/59	
•	MONTHLY RAI	NFALL (inches)	3.94	1.18	2.76	

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.

A1.5% 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.

MESSACES

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

13

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

- 211.97

0.00

CHANGE OF MAILING ADDRESS

Payment Amount (Date: 05/12/19)

BALANCE FORWARD

Street:	
City:	
State:	Zip:
Home:	Coll:

123 MAIN ST GAINESVILLE FL 32601 ACCOUNT# 2000-1234-5678

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

Or pay online at www.gru.com

Current month charges due by 7pm on 06/12/2020

Total Amount Due \$ 313.41

Payment Amount

15

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200012345678 00 000000000 000031341

8 ACCOUNT

Each service address has a unique 12digit 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 useage.

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 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.

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:	74	1573	
Previous reading:	-73	3670	
Difference:		903	
Meter Multiplier:	Χ	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.



Customer Inquiries

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

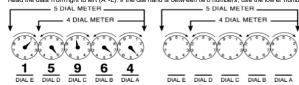
Payment Information

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.comfor details.

...8 AM - 5 PM: M, T, Th, F and 9 AM - 5 PM: W Drive-thru7:30 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 lower number 5 DIAL METER -5 DIAL METER



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 - 3204 Ccf Previous reading: Difference: 17 Meter Multiplier: x 1.017 17 289 Ccf BTU Factor x 1.028 17.77 Gas Consumption: Or 18 Therms

L METER READ TYPE

This will state "ACTUAL" if GRU was able to access and read the meter. It will state "FSTIMATED" 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: 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.