



## 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: 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.

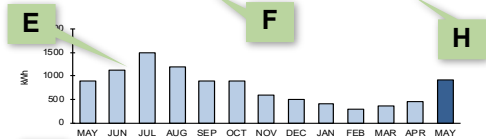
Account: 2000-1234-5678

Bill Date: 05/22/2020

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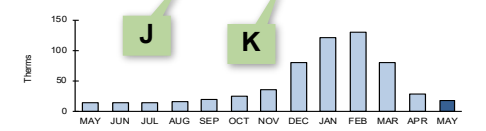
### Electric Service Details Example

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
	Previous	Present			Previous	Present				
E112233	4/14/2020	5/15/2020	ACTUAL	31	73670	74573	1.00000	903 kWh	NA	6/16/2020
Description		Usage	Rate	Amount						
ELECTRIC CUSTOMER CHARGE				\$ 15.00						
ENERGY USE, TIER 1 (1 - 850 kWh)		850	\$ 0.0745	\$ 63.33						
ENERGY USE, TIER 2 (OVER 850 kWh)		53	\$ 0.0987	\$ 5.23						
ELECTRIC FUEL ADJUSTMENT		903	\$ 0.0385	\$ 34.77						
FLORIDA GROSS RECEIPTS TAX				\$ 3.03						
GAINESVILLE ELEC UTIL TAX				\$ 8.66						
<b>Total for Electric Services</b>				<b>\$ 130.02</b>						



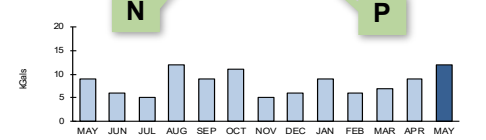
### Gas Service Details Example

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
	Previous	Present			Previous	Present				
G223311	4/14/2020	5/15/2020	ACTUAL	31	3204	3221	1.01700	1.024	18 THM	6/16/2020
Description		Usage	Rate	Amount						
NATURAL GAS CUSTOMER CHARGE				\$ 9.75						
NATURAL GAS USE		18	\$ 0.6340	\$ 11.41						
MANUFACTURED GAS PLANT REC		18	\$ 0.0556	\$ 1.00						
PURCHASED GAS ADJUSTMENT		18	\$ 0.3400	\$ 6.12						
FLORIDA GROSS RECEIPTS TAX				\$ 0.95						
GAINESVILLE GAS UTIL TAX				\$ 2.31						
<b>Total for Gas Services</b>				<b>\$ 31.54</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
	Previous	Present			Previous	Present				
W331122	4/14/2020	5/15/2020	ACTUAL	31	1101	1113	1.00000	12 kGals	8 kGals	6/16/2020
Description		Usage	Rate	Amount						
WATER CUSTOMER CHARGE				\$ 9.45						
WATER USE, TIER 1 (1 - 4 kGals)		4	\$ 2.47	\$ 9.88						
WATER USE, TIER 2 (5 - 16 kGals)		8	\$ 3.77	\$ 30.16						
WATER USE, TIER 3 (OVER 16 kGals)		0	\$ 6.04	\$ -						
GAINESVILLE WATER UTIL TAX				\$ 4.95						
WASTEWATER CUSTOMER CHARGE				\$ 9.10						
WASTEWATER BILLING		8	\$ 6.33	\$ 50.64						
<b>Winter max is 8 kGals</b>										
<b>Total for Water Service Details</b>				<b>\$ 114.18</b>						



### Customer Inquiries

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

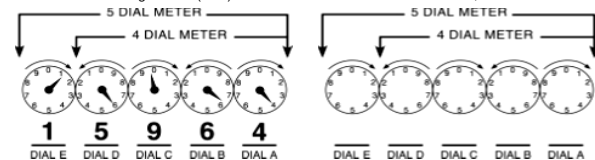
### Payment Information

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 lower 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.