UNDERSTANDING A NON-DEMAND BILL

A guide for 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 TAXES & SURCHARGES

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

5 CITY OF GAINESVILLE

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

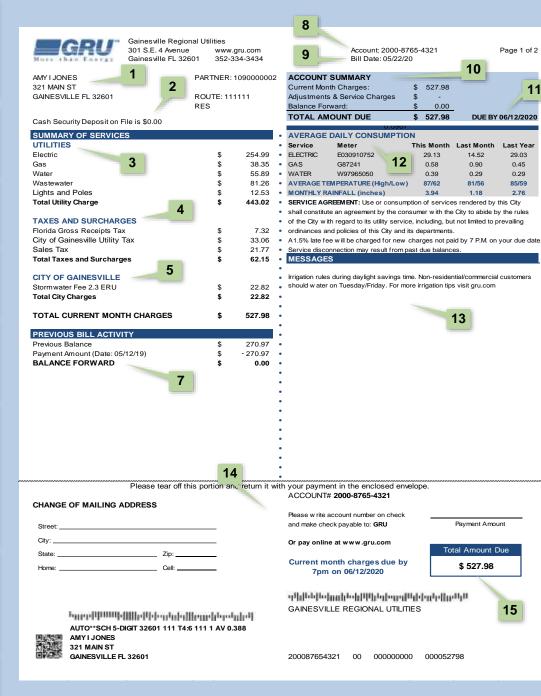
GRU assists the City in billing for these services as a convenience so customers can avoid the need to make a separate payment.

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.



8 ACCOUNT

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

9 BILL DATE

11

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

GRU's non-demand customer 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

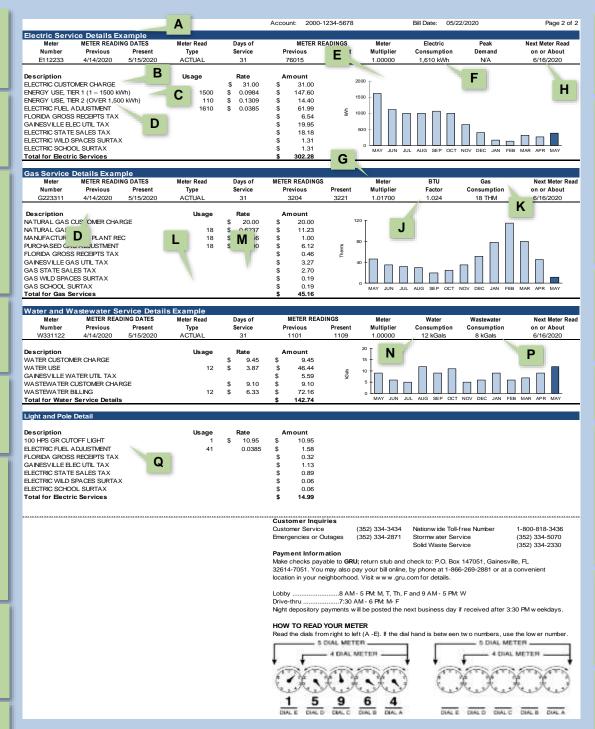
Total amount of electricity used during the billing period, measured in kilowatt hours (kWh).

Present reading:	74573
Previous reading:	-73670
Difference:	903
Meter Multiplier:	<u>x 1</u>
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.

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.

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Present reading:	3221 Ccf
Previous reading:	<u>- 3204</u> Ccf
Difference:	17
Meter Multiplier:	<u>x 1.017</u>
	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.

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 kGal

P WASTEWATER CONSUMPTION

For non-residential customers, this is not a metered service. Instead, these charges are based on 95% of the metered water usage during that period.

Q RENTAL LIGHTS AND POLES Per unit charges for any rental lights and

poles.