

UNDERSTANDING YOUR UTILITY BILL

A guide for residential customers

1 SERVICE ADDRESS

GRU More than Energy
Gainesville Regional Utilities
301 S.E. 4th Avenue
Gainesville FL 32601

CUSTOMER NAME
12345 NW MAIN RD
GAINESVILLE FL 32605

500000000000
ROUTE: 123456
RESI

Cash Security Deposit on File is \$270.00

SUMMARY OF SERVICES

UTILITIES (See reverse for details about your utility charges.)
Electric Gas Water Wastewater \$120.73
Total Utility Charge \$19.10

TAXES AND SURCHARGES
Florida Gross Receipts Tax City of Gainesville Utility Tax Sales Tax \$189.44
Total Taxes and Surcharges

CITY OF GAINESVILLE
64 Gal Refuse Container # 60000000 \$3.64
Stormwater Fee 1 ERU \$12.72
Total City Charge \$17.84

\$32.75
\$11.00
\$43.75

TOTAL CURRENT MONTH CHARGES \$251.03

ADJUSTMENTS & SERVICE CHARGES
Security Deposit Interest -\$0.38
TOTAL ADJUSTMENTS & SERVICE CHARGES -\$0.38

PREVIOUS BILL ACTIVITY
Previous Balance \$241.09
Payment Amount (Date: 09/29/2024) -\$241.09
BALANCE FORWARD \$0.00

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.

GRU More than Energy
Gainesville Regional Utilities
301 S.E. 4th Avenue
Gainesville FL 32601

Sign up for eBill, GRU's free online paperless billing service, at gru.com/ebill

CUSTOMER NAME
12345 NW MAIN RD
GAINESVILLE FL 32605

Account: 2500-000-000
Bill Date: 10/07/2024

ACCOUNT SUMMARY
Current Month Charges: \$251.03
Adjustments & Service Charges: -\$0.38
Balance Forward: \$0.00

TOTAL AMOUNT DUE \$250.65 **DUE BY** 10/29/2024

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.

AVERAGE DAILY CONSUMPTION

Service	Meter	This Month	Last Month	Last Year
ELECTRIC	00000	29.79	43.43	29.29
GAS	00000	0.31	0.37	0.32
WATER	00000	0.10	0.17	0.13

AVERAGE TEMPERATURE (High/Low)
MONTHLY RAINFALL (Inches)
0/0 91/74 87/68
0.00 10.28 0.80

MESSAGES
Fat, oil and grease (FOG) poured into drains can cause back-ups and sewage spills. Don't pour FOG down drains or garbage disposals. Instead, pour FOG into closed containers such as coffee cans and dispose of it in garbage bins. Visit gru.com/fog for more information.
The Gainesville Regional Utilities Authority approved GRU's fiscal year 2025 budget. There will be no rate increases for the upcoming fiscal year, which begins Oct. 1, 2024.
If you smell natural gas at your home, leave the area immediately; then call GRU at 352-334-2550 to report the problem. Natural gas contains a chemical that smells like rotten eggs to help you detect a possible leak.

RETURN THIS PAYMENT STUB FOR PROPER CREDIT

Account Number: 2500-0000-0000
Total Payment Enclosed: \$ _____
TOTAL AMOUNT DUE \$ 250.65

Current month charges due by 7pm on 10/29/2024

GAINESVILLE REGIONAL UTILITIES
P.O. BOX 147051
GAINESVILLE FL 32614-7051

20000000000 00 000000000 000000000

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

8 BILL DATE
Date your bill was prepared and sent.

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

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

11 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.

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

13 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.

14 Total amount due
Pay this to keep your account current.

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 storm-water.

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

6 Previous bill activity

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

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: 14256 Previous reading: -13392 Difference: 864
Meter Multiplier: x 1 Electric Consumption 864kWh

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 1.01700.

Account: 2500-0000-000 Bill Date: 10/07/2024 Page 2 of 2

ELECTRIC SERVICE DETAILS										
Meter Number	Meter Read Dates	Meter Read Type	Days of Service	Meter Readings	Meter Multiplier	Electric Consumption	Peak Demand	Next Meter Read		
Previous	Present			Previous	Present			on or About		
8000000	09/04/2024	10/02/2024	ACTUAL	29	13392	14256	1.00000	864 kWh	N/A	10/31/2024
Description				Usage	Rate	Amount Billed				
ELECTRIC CUSTOMER CHARGE				850	\$17.00	\$17.00				
ENERGY USE, TIER 1 (1 - 850 kWh)				14	\$0.0846	\$1.18				
ENERGY USE, TIER 2 (OVER 850 kWh)				64	\$0.1121	\$7.13				
ELECTRIC FUEL ADJUSTMENT					\$0.0350	\$2.24				
FLORIDA GROSS RECEIPTS TAX						\$30.24				
GAINESVILLE ELEC UTIL TAX						\$3.10				
Total for Electric Service Details						\$133.19				

GAS SERVICE DETAILS										
Meter Number	Meter Read Dates	Meter Read Type	Days of Service	Meter Readings	Meter Multiplier	BTU Factor	Gas Consumption	Next Meter Read		
Previous	Present			Previous	Present			on or About		
1100000	09/04/2024	10/02/2024	ACTUAL	29	3773	3782	1.01700	1,02400	9 Therms	10/31/2024
Description				Usage	Rate	Amount Billed				
NATURAL GAS CUSTOMER CHG				9	\$9.75	\$9.75				
NATURAL GAS USE				9	\$0.6340	\$5.70				
MANUFACTURED GAS PLANT REC				9	\$0.0556	\$0.50				
PURCHASED GAS ADJUSTMENT						\$0.50				
FLORIDA GROSS RECEIPTS TAX						\$3.15				
GAINESVILLE GAS UTIL TAX						\$1.65				
GAS STATE SALES TAX						\$1.18				
GAS WILD SPACES SURTAX						\$0.20				
GAS SCHOOL SURTAX						\$0.10				
Total for Gas Service Details						\$22.77				

WATER AND WASTEWATER SERVICE DETAILS										
Meter Number	Meter Read Dates	Meter Read Type	Days of Service	Meter Readings	Meter Multiplier	Water Consumption	Wastewater Consumption	Next Meter Read		
Previous	Present			Previous	Present			on or About		
200000	09/04/2024	10/02/2024	ACTUAL	29	180	183	1.00000	2 kGals	3 kGals	10/31/2024
Description				Usage	Rate	Amount Billed				
WATER CUSTOMER CHARGE				3	\$9.65	\$9.65				
WATER USE, TIER 1 (1 - 4 kGals)						\$7.41				
GAINESVILLE WATER UTIL TAX						\$10.50				
WASTEWATER CUSTOMER CHARGE						\$10.50				
WASTEWATER BILLING				3	\$7.3500	\$22.05				
Total for Water and Wastewater Service Details						\$49.11				

H BTU FACTOR

Monthly variable used to convert cubic feet to therms in order to calculate gas consumption. A typical value is 1.0240.

I GAS CONSUMPTION

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

Present reading: 3782Ccf -
Previous reading: 3773Ccf
Difference: 9
Meter Multiplier: x 1.01700
BTU Factor: 1.02400
Gas Consumption: x 9.153
9.37267
Or 9 Therms

J NEXT METER READ

Approximate date of next meter reading.

K 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.

L DAYS OF SERVICE

The number of days in this billing period.

M WATER CONSUMPTION

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

Present reading: 183 Previous reading: -180 Difference: 3 Meter Multiplier: x 1 Water Consumption 6kGals

N WASTEWATER CONSUMPTION

For most residential customers, this is not a metered service. Instead, these charges are based on the amount of water used during that period.

Pay Cash using the payment slip below at a local convenient location in your neighborhood. Check on-line for additional retail establishments.

PAY YOUR GRU BILL WITH CASH AT PARTICIPATING STORES

Bring this barcode with you to make a payment.
Payments are recognized immediately and posted same day.
Retailer Instructions:

1. SCAN the customer's barcode.
2. The register will PROMPT you to enter an amount.
3. ENTER the amount the customer wants to pay.
4. COLLECT the desired cash amount (and fee, if applicable).
5. When the transaction is COMPLETE, hand customer the receipt.

799366003990006371683642834189

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at www.gru.com. After successful payment using this barcode, you may retrieve your full detailed e-receipt at www.gru.com. For Customer Assistance call 352-336-3434.

Customer Inquiries

Customer Service (352) 334-3434
Emergency or Outages (352) 334-2871
Nationwide Toll-free Number 1-800-818-3436
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 1-844-878-7605 or at a convenient location in your neighborhood. Visit 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 p.m.

HOW TO READ YOUR METER

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

