UNDERSTANDING YOUR UTILITY BILL

A guide for residential customers

1 SERVICE ADDRESS

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 Previous bill activity

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



CUSTOMER NAME
12345 NW MAIN RD
50000000000
GAINESVILLE FL 32605
ROUTE: 123456

Cash Security Deposit on File is\$270.00

UTILITIES (See reverse for details about your utility charges.) Electric Gas Water Wastewater Total Utility Charge TAXES AND SURCHARGES Florida Gross Receipts Tax City of Gainesville Utility Tax Sales Tax Total Taxes and Surcharges

CITY OF GAINESVILLE 64 Gal Refuse Container # 60000000 Stormwater Fee 1 ERU Total City Charge	\$3.64 \$12.72 \$1.48 \$17.84
	\$32.75

TOTAL CURRENT MONTH CHARGES

ADJUSTMENTS & SERVICE CHARGES 6	
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

Account: 2500-000-000 Page 1 31 2 8

ACCOUNT SUMMARY —		9	
Current Month Charges:	\$251.03		70
Adjustments & Service Charges:	-\$0.38		10
Balance Forward:	\$0.00	. /	
TOTAL AMOUNT DUE	\$250.65	DUE BY 10	0/29/2024

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	ON		11
Service	Meter	This Month	Last Month	Last Year
ELECTRIC GAS WATER	00000 00000 00000	29.79 0.31 0.10	43.43 0.37 0.17	29.29 0.32 0.13
AVERAGE T	EMPERATURE (High/Low)	0/0	91/74	87/68
	RAINFALL (Inches)	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.

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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 rega to its utility service, including, but not limited to prevailing ordinances and policies of this City and its departments.

\$11.00

\$43.75

\$0.00

\$251.03

RETURN THIS PAYMENT STUB FOR PROPER CREDIT



BALANCE FORWARD

Gainesville Regional Utilities 301 S.E. 4th Avenue Gainesville FL 32601 Account Number: 2500-0000-0000

Total Payment Enclosed: \$_____

TOTAL AMOUNT DUE \$ 250.65

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

Current month charges due by 7pm on 1

CUSTOMER NAME 12345 NW MAIN RD GAINESVILLE FL 32605 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.

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.

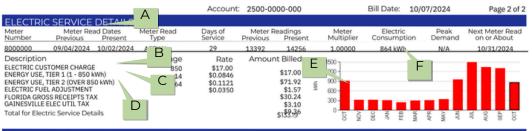
F ELECTRIC CONSUMPTION

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.



GAS SERVICE DETAILS										
Meter Number	Meter Re Previous	ad Dates Present	Meter Read Type	Days of Service	Meter R Previous	eadings Present	Meter Multiplier	BTU Factor	Gas Consumption	Next Meter Read on or About
1100000	09/04/2024	10/02/2024	ACTUAL	29	3773	3782	1.01700	1.02400	9 Therms	10/31/2024
Description NATURAL GAS NATURAL GAS NATURAL GAS MANUFACTURI PURCHASED G. FLORIDA GROS GAINESVILLE C. GAS STATE SAI GAS WILD SPAI GAS SCHOOL S Total for Gas S	CUSTOMER CHI USE ED GAS PLANT I AS ADJUSTMEN SS RECEIPTS TA GAS UTIL TAX LES TAX CES SURTAX	REC	Usage 9 9 9	Rate \$9.75 \$0.6340 \$0.0556 \$0.3500	Amoun	\$9.75 \$5.70	50 40 40 30 10 0 10 0 0 0 0 0 0 0	G OSCO	H APPR	AUG SEP OCT

WATER AND WASTEWATER	SERVICE DE	IAILS				
Meter Meter Read Dates Number Previous Present	Meter Read Type	Days of Mete Service Previou	r Readings s Present	Meter Multiplier	Water Consumption	WastewaterNext Meter Read Consumption on or About
200000 09/04/2024 10/02/2024	TUAL	29 100	183	1.00000	2KGals	3 kGals 10/31/2024
Description WATER CUSTOMER CHARGE WATER USE, TIER 1 (1 - 4 kGals) GAINESVILLE WATER UTIL TAX WASTEWATER CUSTOMER CHARGE	Usage 3	\$9.65 \$2.4700 \$10.50	\$9.65 \$7.41 \$1.71	50 40 30	М	N
WASTEWATER BILLING Total for Water and Wastewater Service Details	3	\$7.3500	\$10.50 \$22.925	20 10 0 N	MA FEB	APPR MAV JUN AUG SEP OCT

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

Customer Inquiries

Customer Service Emergency or Outages

Service (352) y or Outages 3434

(352) 334- Nat 3434 (352) Stor 334-2871 Soli

Nationwide Toll-free Number 1-800-818-3436 Stormwater Service (352) 334-5070 Solid Waste Service (352) 334-2330

Payment Information

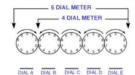
Make checks payable to GRU; return stub and check to: P.O. Box 147051, Gainesville, FL 32614-7051. You may also pay your bill online, by phone at 1-844-878-7605 or at a convenient location in your neighborhood. Visit www.gru.com for details.

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





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

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.