



GRU YEAR IN REVIEW

2023

PRIORITIZING:
FINANCES + SERVICES

FROM THE CEO/ GENERAL MANAGER



I've never been more proud to be a part of GRU than I was in 2023, as we continued to provide safe and reliable services while tackling huge issues such as reducing long-term debt and transitioning to a new governing board, the GRU Authority.

As you can see in our annual Year in Review, GRU truly is “More than Energy.” We provide water and wastewater services that are not only competitively priced but meet all regulatory standards and benefit the environment. Our natural gas service is among the most affordable in the state and passes annual safety inspections with a perfect grade. We are constantly working to maintain and upgrade facilities to operate with more efficiency. Our customer service department works with thousands of customers every year to make sure their transactions go smoothly. And, finally, thanks to reductions in fuel costs, a 1,000 kWh residential electric bill is about \$37 less per month now than it was in March 2023. These are all great accomplishments, but they represent a fraction of what we do every day to make sure you can flush, shower, cook, cool and perform so many other necessities without ever thinking twice.

—TONY CUNNINGHAM, CEO/GENERAL MANAGER

FINANCIAL STRENGTH IN ACTION

COMMITMENT TO OUR CUSTOMERS



GRU has committed to reducing its net debt by at least

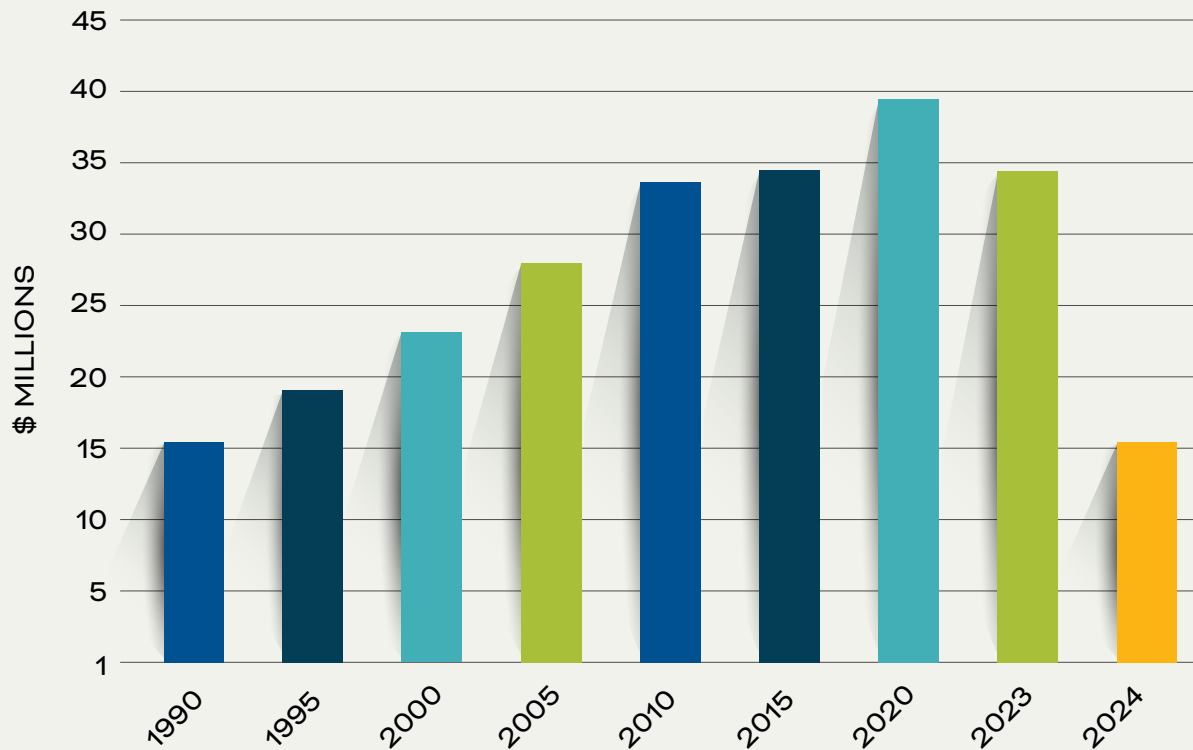
\$315 MILLION

over the next 10 years.

The plan achieves 24% reduction in net debt and 19% reduction in capitalization rate.

FINANCIAL STEWARDSHIP

ANNUAL GOVERNMENT SERVICES CONTRIBUTION 1990-2024



GRU reduced its annual payment to the city's general fund by \$19 million in FY24.

The current amount, \$15.3 million, is the lowest it's been since 1990.

MODERNIZING TO ACCOMMODATE GROWTH

GRU WAS AWARDED

\$22.5 MILLION

IN GRANT FUNDING FOR THE
MAIN STREET WATER
RECLAMATION FACILITY
ENHANCED BIOLOGICAL
NUTRIENT REMOVAL AND
EXPANSION PROJECT.

SETTING THE STANDARD FOR PERFORMANCE + PRODUCTIVITY

GRU PRODUCED



MEGAWATT HOURS
OF ENERGY IN 2023

GRU LENDS A HAND

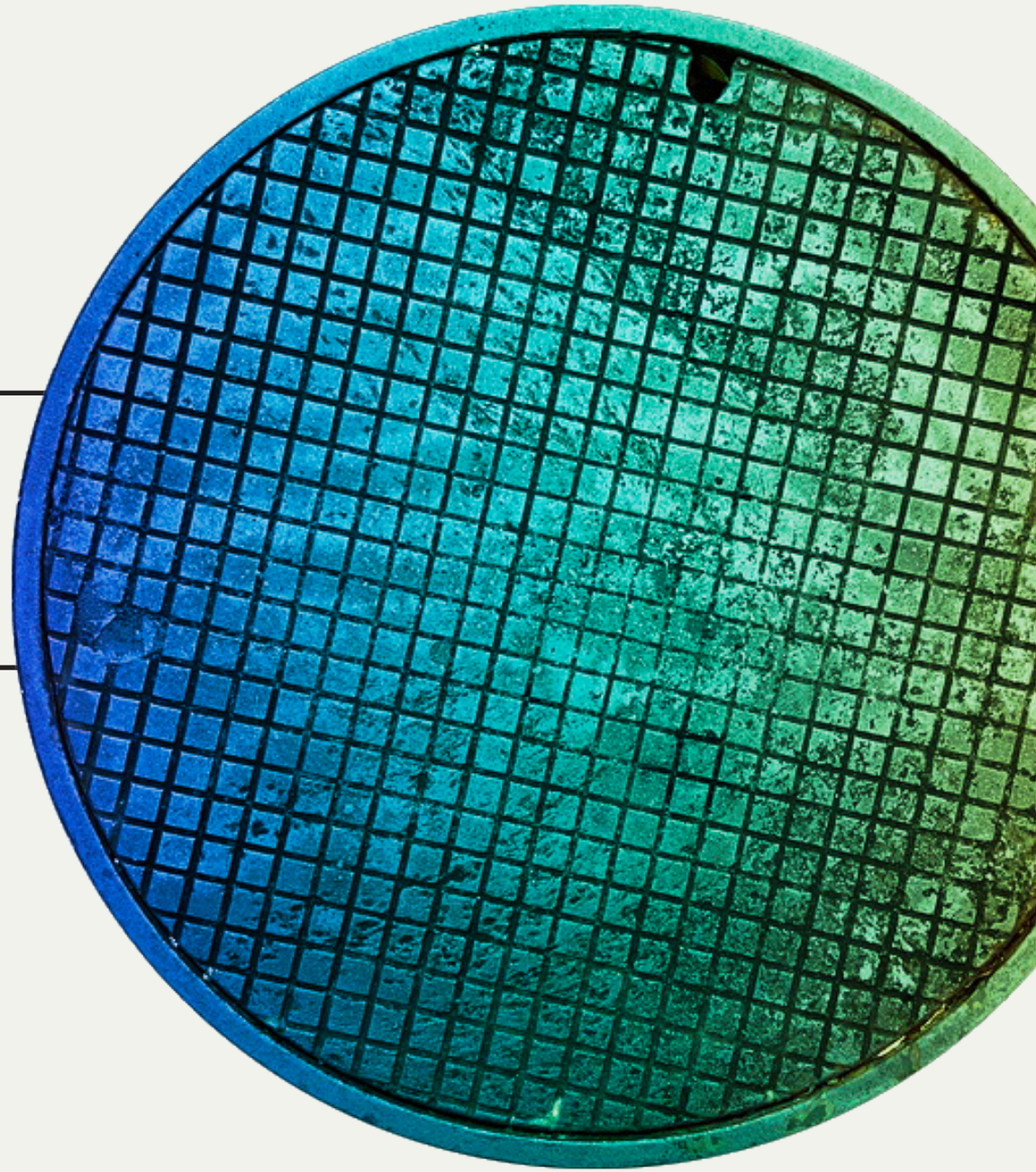
After first taking care of customers in Gainesville, GRU provided mutual aid to restore power, water, and wastewater services to neighboring communities in the wake of Hurricane Idalia.



GRU INSPECTED

261 MILES OF
GRAVITY
SEWER LINES

EXCEEDING EXPECTATIONS,
AND CONTRIBUTING TO FEWER
SANITARY SEWER OVERFLOWS.



360,000 CUSTOMERS

WERE ASSISTED THROUGH
GRU'S CALL CENTER,
LOBBY AND DRIVE-THRU.



COMMITMENT TO FUTURE CUSTOMERS

100% OF OUR
WASTEWATER

WAS BENEFICIALLY REUSED TO
SUPPORT A SUSTAINABLE
WATER SUPPLY FOR
FUTURE CUSTOMERS

ACCURACY EQUALS SAFETY



99.98%

**OF REQUESTED 811 LINE
LOCATIONS WERE
PERFORMED ACCURATELY
CONTRIBUTING TO LESS
SERVICE DISRUPTIONS AND
IMPROVED SAFETY.**

DELIVERING CUSTOMER VALUE

REDUCING CUSTOMERS' BILLS



\$36.88/MONTH

is the amount GRU has reduced a 1,000 kWh residential electric bill since March 2023.

ANNUAL CUSTOMER SAVINGS

\$443/YEAR

\$11.25/MONTH

is the amount GRU has reduced a 25-therm gas customer's bill since March 2023.

ANNUAL CUSTOMER SAVINGS

\$135/YEAR

CREATIVE COST SAVINGS

\$750,000

**IN GRANT FUNDING WAS
AWARDED TO GRU TO OFFSET
WATER SHARING AT THE
DEERHAVEN AND DEERHAVEN
RENEWABLE POWER PLANTS.**



\$360,000

ANNUAL SAVINGS

ENHANCED CUSTOMER EXPERIENCE

The screenshot displays the GRU Account Summary page. At the top, the GRU logo is followed by the title 'Account Summary'. The navigation bar includes 'English', 'Log Out', 'janesmith', 'Customer Service: 352-334-3434', and 'Contact'. A left-hand menu lists 'MY ACCOUNT' options: Account Summary, Billing & Usage, Payments, Update My Info, Documents, Service Requests, and Log Out. The main content area is divided into several sections: 'Account Details' (Customer Name: JANE SMITH, Mailing Address: 1234 1ST LN, GAINESVILLE, FL 32605, Phone Number: (352) 333-1234, Email Address: JANESMITH@AOL.COM, Selected Account: 200069969707, Selected Service: Electricity, Service Address: 1234 1ST LN, Account Status: Active), 'Billing Summary' (Last Payment Received: \$361.69, Current Amount: \$196.27, Total Balance: \$196.27), 'Compare Your Usage' (a bar chart showing usage in kWh from Jan 2023 to Jan 2024), 'Quick Links' (Report Streetlight/Rental Light Outage, Report an Outage, Recurring Payments, Contact Us, Report Utility Theft, Tree Trimming/Removal, Frequently Asked Questions), and 'My Preferences' (Billing Options: Paper, Payment Options: AutoPay). A promotional banner for 'The Unflushables' is visible on the left. The footer contains copyright information and links to 'About Us', 'Contact Us', 'Privacy Policy', and 'Terms of Use'.

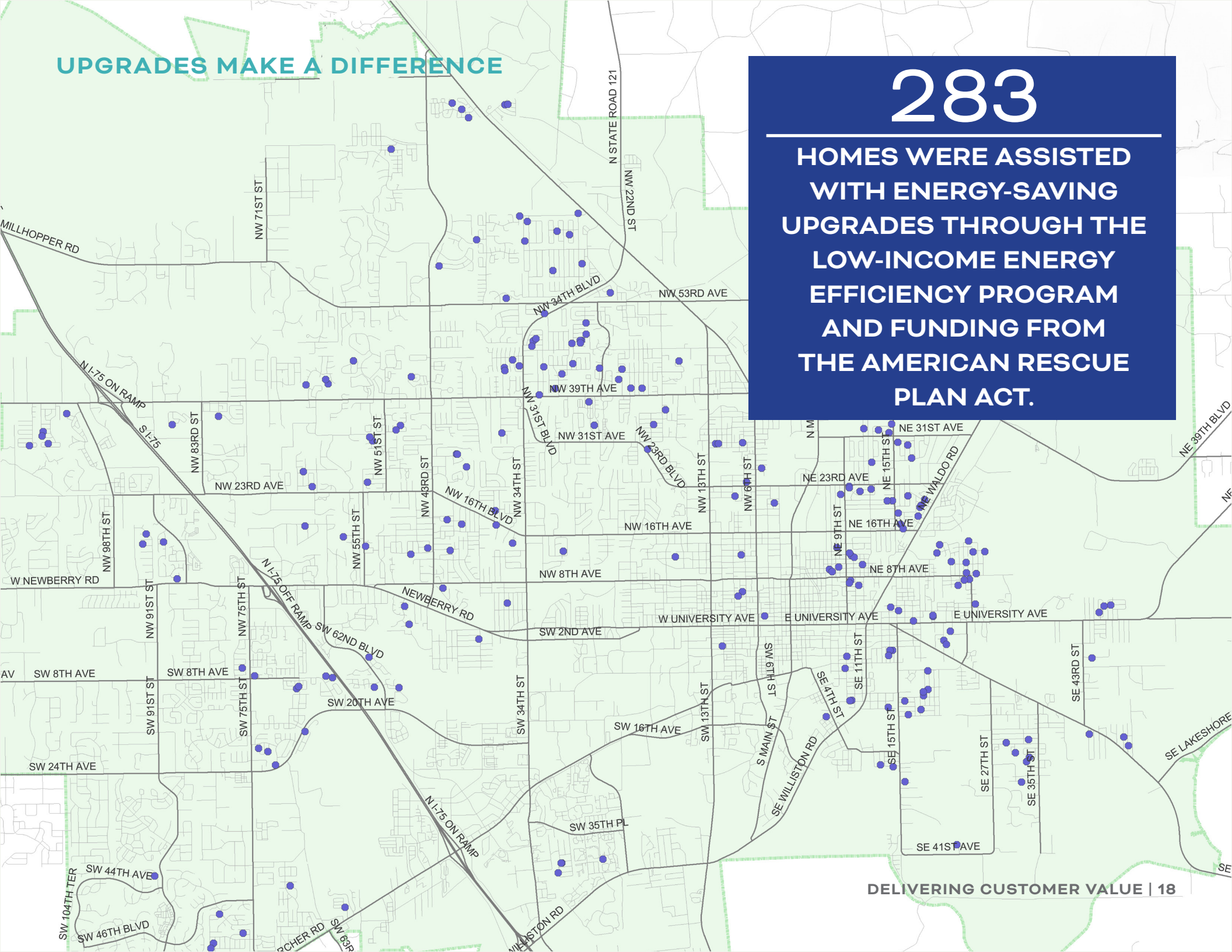
GRU modernized the utility by implementing a new Customer Information System that is cost-effective, reliable, flexible, intuitive and efficient.

The system also integrates with GRU's meter upgrade project, adding tremendous long-term value to customers.

UPGRADES MAKE A DIFFERENCE

283

HOMES WERE ASSISTED WITH ENERGY-SAVING UPGRADES THROUGH THE LOW-INCOME ENERGY EFFICIENCY PROGRAM AND FUNDING FROM THE AMERICAN RESCUE PLAN ACT.



INCREASING VALUE THROUGH INVESTMENT



15,840 FT
(THAT'S THREE MILES!)

15,840 feet of aging water mains were replaced to increase our customers' water pressure.



77%
REDUCTION IN COAL

GRU reduced its use of higher-cost fuels like coal for energy production by 77 percent this year.

MAINTAINING INFRASTRUCTURE RELIABILITY

UPGRADES FOR ACCURACY + RELIABILITY

95,000

DIGITAL METERS WERE
INSTALLED AS PART OF GRU'S
METER UPGRADE PROJECT

New meters:

- Help isolate power outages
- Reduce meter-reading costs
- Communicate near real-time customer energy-usage
- Help manage the power grid

Learn more at grumeterupgrade.com.





NEW LIFE FOR EXISTING INVESTMENTS

GRU EXTENDED THE LIFE OF
DEERHAVEN UNIT 1 BY

5 YEARS

TO MEET
POWER-GENERATING
NEEDS THROUGH 2027.

SAFETY ON ALL FRONTS



Thanks, in part, to a customer education campaign starring “The Unflushables,” sanitary sewer overflows decreased from 34 to 24.



GRU received the Florida Local Government Cybersecurity grant to enhance digital defenses in response to evolving cybersecurity threats.

IMPROVED VISIBILITY

GRU REPAIRED OR
REPLACED

1,485

STREETLIGHTS.

INFRASTRUCTURE BY THE NUMBERS



**16 FEET IN
DIAMETER**

The size of a roller bearing GRU replaced to get the DHR Reclaimer back in service following a complicated, extended outage.



**114,000
POUNDS**

The weight of a new transformer installed at the Sugarfoot Substation to improve reliability and accommodate system growth.



**4
MILES**

The distance of gas lines added for new subdivisions.



**16,000
FEET**

The distance of sewer force main replaced to reduce pump run time and save on energy usage at lift stations.

SAFETY + EMPLOYEE ENGAGEMENT

ONGOING OVERSIGHT



GRU COMPLETED

5,200

SAFETY OBSERVATIONS

PROOF IN NUMBERS



GRU has had zero findings, citations or warnings issued following the gas department's annual Public Service Commission safety inspection.



GRU's Energy Supply Department, whose employees operate and work in power plants, has gone 700 days (and counting) without an injury.

NOT A DROP IN THE BUCKET

63,900

**WATER SAMPLES
WERE COLLECTED AND
ANALYZED TO ENSURE GRU'S
DRINKING WATER MET
THE HIGHEST REGULATORY
STANDARDS.**

COMMUNITY COMMITMENT

GRU launched a summer campaign to educate customers about simple behavioral changes that can lead to lower bills.

(It also featured our dedicated and photogenic employees!)



COMMUNITY PARTNERS

GRU RAISED
\$25,000

FOR WILLIAMS
ELEMENTARY SCHOOL
AT OUR 23RD
ANNUAL BENEFIT
GOLF TOURNAMENT.

OUR JOB IS TO SERVE YOU

We consider it a privilege to serve our community and look forward to providing safe and reliable services in the upcoming year while aggressively pursuing ways to save customers money.

