

UNDERSTANDING YOUR UTILITY BILL

A guide for residential 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 PREVIOUS BILL ACTIVITY

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

7 ADJUSTMENTS & SERVICE CHARGES

Any adjustments to your balance or other charges, such as fees, rebates, and interest earned on your security deposit.



JOHN SMITH
108 MAPLE ST.,
GAINESVILLE, FL 32608

Gainesville Regional Utilities
301 S.E. 4 Avenue
Gainesville FL 32601

702001827179
ROUTE: 040385
RES

Cash Security Deposit on File is \$0.00

SUMMARY OF SERVICES

UTILITIES (See reverse for details about your utility charges.)

Electric	\$69.45
Gas	\$22.63
Water	\$23.10
Wastewater	\$40.75
Total Utility Charge	\$155.93

TAXES AND SURCHARGES

Florida Gross Receipts Tax	\$2.52
City of Gainesville Utility Tax	\$9.89
Total Taxes and Surcharges	\$12.41

CITY OF GAINESVILLE

64 Gal Refuse Container # 6411846	\$29.75
Stormwater Fee 1 ERU	\$9.90
Total City Charge	\$39.65

TOTAL CURRENT MONTH CHARGES \$207.99

PREVIOUS BILL ACTIVITY

Previous Balance	\$302.78
Payment Amount (Date: 11/06/2020)	\$0.00
BALANCE FORWARD	\$12.78

ADJUSTMENTS & SERVICE CHARGES

Late Fee	\$1.54
TOTAL ADJUSTMENTS & SERVICE CHARGES	\$1.54

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

RETURN THIS PAYMENT STUB FOR PROPER CREDIT



Gainesville Regional Utilities
301 S.E. 4 Avenue
Gainesville FL 32601

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

000822 000001953

 JOHN SMITH
 108 MAPLE ST.,
 GAINESVILLE, FL 32608

Account: 0000-0000-0001 Page 1 of 2
 Bill Date: 12/07/2020

ACCOUNT SUMMARY		
Current Month Charges:	\$207.99	DUE BY 12/28/2020
Adjustments & Service Charges:	\$1.54	
Balance Forward:	\$102.78	DUE IMMEDIATELY
TOTAL AMOUNT DUE	\$312.31	

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	E026562951	17.97	15.84	18.03
GAS	G11R147789	0.48	0.28	0.61
WATER	W27579262	0.17	0.19	0.26
AVERAGE TEMPERATURE (High/Low)		76/57	83/65	72/49
MONTHLY RAINFALL (Inches)		2.15	2.18	1.83

MESSAGES
 GRU does not contact customers by phone or email to demand personal information or immediate payment through a pre-paid debit card. Please report suspicious activity to the Gainesville Police Department at 352-955-1818. Visit gru.com/scams for more info.

Account Number:	0000-0000-0001
Total Payment Enclosed:	\$ _____
TOTAL AMOUNT DUE	\$ 312.31

Pay past due balance immediately to avoid possible service interruption

0000-0000-0001 00 000010278 000031231

8 ACCOUNT

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

9 BILL DATE

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 current 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's usage and last year for electricity, gas, and water. Includes average temperature and rainfall data to show how weather may have affected usage.

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

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 bills.

F ELECTRIC CONSUMPTION

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

Present reading: 89725
 Previous reading: - 89204
 Difference: 521
 Meter Multiplier: x 1
 Electric Consumption 521 kWh

G METER MULTIPLIER

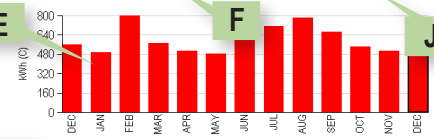
Meters can measure usage differently depending on the manufacturer. For most residential electric customers, the multiplier is 1, for gas it is 1.017.

H CASH PAYMENT SLIP

To pay using cash, scan this barcode at any of our remote payment locations before 7 p.m. for same-day credit. Search pay.vanilladirect.com for a location near you.

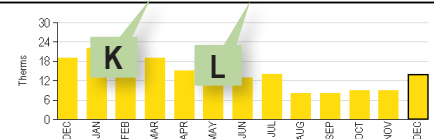
ELECTRIC SERVICE DETAILS

Meter Number	Meter Read Dates Previous	Meter Read Dates Present	Meter Read Type	Days of Service	Meter Readings Previous	Meter Readings Present	Meter Multiplier	Electric Consumption	Peak Demand	Next Meter Read on or About
E026562951	11/03/2020	12/01/2020	UAL	29	89204	89725	1.00000	521 kWh	N/A	01/04/2021
Description		Usage	Rate	Amount Billed						
ELECTRIC CUSTOMER CHARGE			\$15.00	\$15.00						
ENERGY USE, TIER 1 (1 - 850 kWh)		521	\$0.0745	\$38.62						
ELECTRIC FUEL ADJUSTMENT		521	\$0.0300	\$15.63						
FLORIDA GROSS RECEIPTS TAX				\$1.78						
GAINESVILLE ELEC UTIL TAX				\$5.56						
Total for Electric Service Details				\$76.79						



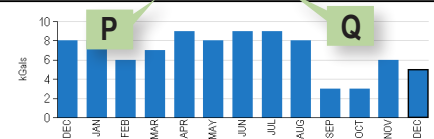
GAS SERVICE DETAILS

Meter Number	Meter Read Dates Previous	Meter Read Dates Present	Meter Read Type	Days of Service	Meter Readings Previous	Meter Readings Present	Meter Multiplier	BTU Factor	Gas Consumption	Next Meter Read on or About
G11R147789	11/03/2020	12/01/2020	ACTUAL	29	2200	2213	1.01700	1.02600	14 Therms	01/04/2021
Description		Usage	Rate	Amount Billed						
NATURAL GAS CUSTOMER CHG			\$9.75	\$9.75						
NATURAL GAS USE		14	\$0.6340	\$8.88						
MANUFACTURED GAS PLANT REC		14	\$0.0556	\$0.78						
PURCHASED GAS ADJUSTMENT		14	\$0.2300	\$3.22						
FLORIDA GROSS RECEIPTS TAX				\$0.74						
GAINESVILLE GAS UTIL TAX				\$2.02						
Total for Gas Service Details				\$25.39						



WATER AND WASTEWATER SERVICE DETAILS

Meter Number	Meter Read Dates Previous	Meter Read Dates Present	Meter Read Type	Days of Service	Meter Readings Previous	Meter Readings Present	Meter Multiplier	Water Consumption	Wastewater Consumption	Next Meter Read on or About
W27579262	11/03/2020	12/01/2020	ACTUAL	29	2150	2155	1.00000	5 kGals	5 kGals	01/04/2021
Description		Usage	Rate	Amount Billed						
WATER CUSTOMER CHARGE			\$9.45	\$9.45						
WATER USE, TIER 1 (1 - 4 kGals)		1	\$2.4700	\$2.47						
WATER USE, TIER 2 (5 - 16 kGals)		1	\$3.7700	\$3.77						
GAINESVILLE WATER UTIL TAX				\$2.31						
WASTEWATER CUSTOMER CHARGE			\$9.10	\$9.10						
WASTEWATER BILLING [Winter max is 8 kGals.]		5	\$6.3300	\$31.65						
Total for Water and Wastewater Service Details				\$66.16						



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

H

PAY YOUR GRU BILL WITH CASH AT PARTICIPATING STORES

Bring this barcode with you to make a payment. Payments are recognized immediately and posted next business day.

A \$1.50 fee will be added.

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.

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/payterms. After successful payment using this barcode, you may receive your full statement e-mailed at vanilladirect.com/payreceipt. For Customer Assistance call 352-334-3434

Customer Inquiries

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

Payment Information

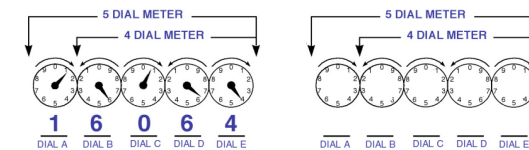
Make checks payable to GRU; return stub and check to: P.O. Box 147051, Gainesville, FL 32614-7051. You may also pay your bill online, by phone at 1-866-269-2881 or at a convenient location in your neighborhood. Visit www.gru.com for details.

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.



J NEXT METER READ

Approximate date of next meter reading. Reading dates are an estimate within a three-day window.

K BTU FACTOR

Monthly variable used to convert cubic feet to therms in order to calculate gas consumption.

L GAS CONSUMPTION

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

Present reading: 2213 Ccf
 Previous reading: - 2200 Ccf
 Difference: 13
 Meter Multiplier: x 1.017
 13.221 Ccf
 BTU Factor: x 1.026
 Gas Consumption: 13.56
 Or 14 Therms

M 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. The meter read type will state "INTERNAL" if a meter read was corrected.

N DAYS OF SERVICE

The number of days in this billing period.

P WATER CONSUMPTION

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

Present reading: 2155
 Previous reading: - 2150
 Difference: 5
 Meter Multiplier: x 1
 Water Consumption 5 kGals

Q 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.