

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.



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

Account: 2000-1122-3344
Bill Date: 10/17/2022

BRANDI JONES
1234 NW 5TH RD
GAINESVILLE FL 32603

7060054321
ROUTE: 121315
RES

Cash Security Deposit on File is \$710.00

SUMMARY OF SERVICES

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

Electric	\$210.75
Gas	\$27.63
Water	\$17.06
Wastewater	\$31.00
Total Utility Charge	\$286.44

TAXES AND SURCHARGES

Florida Gross Receipts Tax	\$6.05
City of Gainesville Utility Tax	\$16.00
Total Taxes and Surcharges	\$22.05

CITY OF GAINESVILLE

84 Gal Refuse Container # 84G000321	\$31.25
Stormwater Fee 1 ERU	\$10.40
Total City Charge	\$41.65

TOTAL CURRENT MONTH CHARGES \$350.14

PREVIOUS BILL ACTIVITY

Previous Balance	\$272.15
Payment Amount (Date: 10/04/2022)	-\$272.15
BALANCE FORWARD	\$0.00

ADJUSTMENTS & SERVICE CHARGES

Security Deposit Interest	-\$0.05
TOTAL ADJUSTMENTS & SERVICE CHARGES	-\$0.05

ACCOUNT SUMMARY

Current Month Charges:	\$350.14
Adjustments & Service Charges:	-\$0.05
Balance Forward:	\$0.00
TOTAL AMOUNT DUE	\$350.09

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	E71534	39.62	27.88	39.62
GAS	G11P201234	0.41	0.16	0.45
WATER	W21171234	0.10	0.06	0.10
AVERAGE TEMPERATURE (High/Low)		85/64	90/73	86/68
MONTHLY RAINFALL (Inches)		0.92	11.08	4.29

MESSAGES

THANK YOU FOR YOUR PAYMENT

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.

Choose energy-efficient natural gas appliances such as a water heater, furnace, range or dryer, and you may be eligible for up to \$1,600 in rebates. Call 352-393-1464 or visit gru.com/naturalgas for details.

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.

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

Account Number:	2000-1122-3344
Total Payment Enclosed:	\$
TOTAL AMOUNT DUE	\$ 350.09

Current month charges due by 7pm on 11/07/2022

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

BRANDI JONES
1234 NW 5TH RD
GAINESVILLE FL 32603

200011223344 00 00000000 000035000

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: 12488
 Previous reading: -11339
 Difference: 1,149
 Meter Multiplier: x 1
 Electric Consumption 1,149 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 1.01700.

Account: 2000-1122-3344 Bill Date: 10/17/2022 Page 2 of 2

ELECTRIC SERVICE DETAILS

Meter Number	Meter Read Date Previous	Meter Read Date 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
E71234	09/13/2022	10/11/2022	ESTIMATED	29	11339	12488	1.00000	1,149 kWh	N/A	11/08/2022

Description	Usage	Rate	Amount Billed
ELECTRIC CUSTOMER CHARGE		\$16.50	\$16.50
ENERGY USE, TIER 1 (1 - 850 kWh)	850	\$0.0821	\$69.79
ENERGY USE, TIER 2 (OVER 850 kWh)	299	\$0.1088	\$32.53
ELECTRIC FUEL ADJUSTMENT	1,149	\$0.0800	\$91.52
FLORIDA GROSS RECEIPTS TAX			\$5.40
GAINESVILLE ELEC UTIL TAX			\$12.42
Total for Electric Service Details			\$228.67

GAS SERVICE DETAILS

Meter Number	Meter Read Date Previous	Meter Read Date 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
G11P201234	09/13/2022	10/11/2022	ESTIMATED	29	3415	3427	1.01700	1.02400	12 Therms	11/08/2022

Description	Usage	Rate	Amount Billed
NATURAL GAS CUSTOMER CHG		\$9.75	\$9.75
NATURAL GAS USE	12	\$0.6340	\$7.61
MANUFACTURED GAS PLANT REC	12	\$0.0556	\$0.67
PURCHASED GAS ADJUSTMENT	12	\$0.8000	\$9.60
FLORIDA GROSS RECEIPTS TAX			\$0.65
GAINESVILLE GAS UTIL TAX			\$1.87
Total for Gas Service Details			\$30.16

WATER AND WASTEWATER SERVICE DETAILS

Meter Number	Meter Read Date Previous	Meter Read Date 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
W21171234	09/13/2022	10/11/2022	ESTIMATED	29	32	35	1.00000	3 kGals	3 kGals	11/08/2022

Description	Usage	Rate	Amount Billed
WATER CUSTOMER CHARGE		\$9.65	\$9.65
WATER USE, TIER 1 (1 - 4 kGals)	3	\$2.4700	\$7.41
GAINESVILLE WATER UTIL TAX			\$1.71
WASTEWATER CUSTOMER CHARGE		\$10.00	\$10.00
WASTEWATER BILLING	3	\$7.0000	\$21.00
Total for Water and Wastewater Service Details			\$49.77

Pay Cash using the payment slip below at a local convenient location in your neighborhood. Check on-line for additional [WALU](#) establishments.

PAY YOUR GRU BILL WITH CASH AT PARTICIPATING STORES

Bring this barcode with you to make a payment. Payments are accepted immediately and online services apply.

Participating Retailers:

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

Create your barcode at <https://myaccount.gru.com/PAYNOWSUBMIT>, select Cash & PAY from the Pay Bill As A Guest screen.

For Customer Assistance call 352-334-3104

Customer Inquiries

Customer Service	(352) 334-3434	Nationwide 1-888-Number	1-800-818-3436
Emergency or Outages	(352) 334-2871	Stormwater Service	(352) 334-5070
		Solid Waste Service	(352) 334-2330

Payment Information

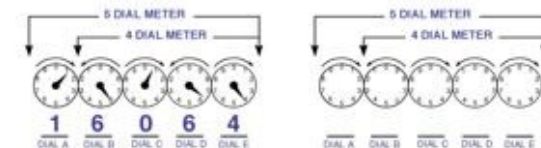
Make checks payable to **GRU**; return stub and check to: P.O. Box 147051, Gainesville, FL 32614-7051. You may also pay your bill online, by phone at 1-844-878-7605 or at a convenient location in your neighborhood. Visit www.gru.com for details.

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 depositary 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: 3427 Ccf
 Previous reading: -3415Ccf
 Difference: 12
 Meter Multiplier: x 1.01700
 12.2040Ccf
 BTU Factor x 1.02400
 Gas Consumption: 12.4969
 Or 18 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: 35
 Previous reading: -32
 Difference: 3
 Meter Multiplier: x 1
 Water Consumption 3kGals

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.