

# 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.

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

Account: 2000-XXXX-XXXX Page 1 of 8  
Bill Date: 03/01/2024

CUSTOMER NAME  
ADDRESS  
GAINESVILLE FL ZIP CODE

510000XXXXXX  
ROUTE: 060760  
RESI

Cash Security Deposit on File is \$0.00

**SUMMARY OF SERVICES**

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

Electric	\$90.39
Gas	\$21.15
Water	\$27.07
Wastewater	\$54.60
<b>Total Utility Charge</b>	<b>\$193.21</b>

**TAXES AND SURCHARGES**

Florida Gross Receipts Tax	\$2.96
City of Gainesville Utility Tax	\$11.36
<b>Total Taxes and Surcharges</b>	<b>\$14.32</b>

**CITY OF GAINESVILLE**

35 Gal Refuse Container # XXXXXX	\$26.50
Stormwater Fee 1 ERU	\$11.00
<b>Total City Charge</b>	<b>\$37.50</b>

**TOTAL CURRENT MONTH CHARGES** **\$245.03**

**PREVIOUS BILL ACTIVITY**

Previous Balance	\$262.02
Payment Amount (Date: 02/23/2024)	-\$262.02
<b>BALANCE FORWARD</b>	<b>\$0.00</b>

**ACCOUNT SUMMARY**

Current Month Charges:	\$245.03
Adjustments & Service Charges:	\$0.00
<b>Balance Forward:</b>	<b>\$0.00</b>

**EFT PAYMENT DUE** **\$245.03** DUE BY 03/25/2024

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	XXXX	20.31	19.42	26.62
GAS	XXXXXX	0.34	1.00	0.65
WATER	XXXXXX	0.21	0.16	0.17

**AVERAGE TEMPERATURE (High/Low)** 71/46 0/0 78/53  
**MONTHLY RAINFALL (Inches)** 2.11 0.00 2.00

**MESSAGES**

This year's annual water quality results will be available in May. Please visit [gru.com/waterreport](http://gru.com/waterreport) to view.

Irrigation Backflow Preventers are a crucial part of any irrigation system. State and local laws require testing or replacement regularly. Visit [gru.com/bfp](http://gru.com/bfp) for a list of appropriate backflow preventers, certified testers, and testing and replacement requirements.

Is the cost of heating your home impacting your bill? GRU offers payment extensions, installment plans and other options to help customers who may be having difficulty making ends meet. For more information visit [gru.com/payassist](http://gru.com/payassist) or call 352-334-3434.

Emergency sheltering and evacuation assistance is available for citizens with certain medical conditions. Advance registration is required. To sign up learn more, call Alachua County Emergency Management at 352-264-6500 or visit <http://specialneeds.alachuacounty.us>.

Daylight-Saving Time alters Irrigation rules. Homes with odd-numbered addresses or no address should water on Wednesdays and Saturdays. Homes with even-numbered addresses should water on Thursdays and Sundays. For irrigation tips and water-saving ideas, visit [gru.com/irrigation](http://gru.com/irrigation).

**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\***

**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](http://gru.com/ebill)

Account Number: 2000-XXXX-XXXX  
Total Payment Enclosed: \$  
EFT PAYMENT DUE \$ 245.03

**A bank draft will be processed on or after due date 03/25/2024.**

**CUSTOMER NAME**  
**ADDRESS**  
**GAINESVILLE FL ZIP CODE**

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

2000XXXXXXXX 00 00000000 000024503

## 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](http://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.

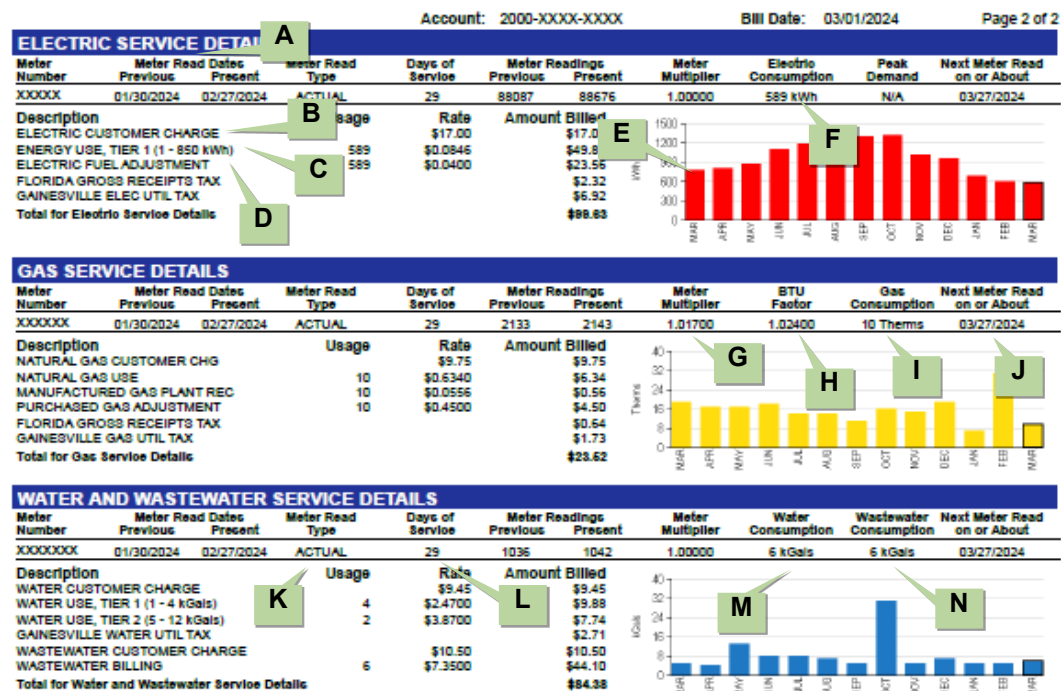
## F ELECTRIC CONSUMPTION

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

Present reading: 88676  
Previous reading: -88087  
Difference: 589  
Meter Multiplier: x 1  
Electric Consumption 589kWh

## 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.



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.

By scanning or using this barcode to make a payment, you agree to the full terms and conditions available at [www.gru.com/payments](http://www.gru.com/payments). Refer amounts only payment using the barcode, you may receive your full receipt at [www.gru.com/payments](http://www.gru.com/payments).

For Customer Assistance call 352-334-5454

**Participating Retailers:** CVS, Walgreens, Kroger, Publix, HEB, etc.

### Customer Inquiries

Customer Service (352) 334-3434 Nationwide Toll-free Number 1-800-618-3436  
Emergency or Outages (352) 334-2871 Stormwater Service (352) 334-5070  
Solid Waste Service (352) 334-2330

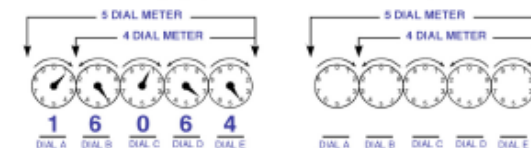
### Payment Information

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](http://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.



## 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: 2143Ccf  
Previous reading: -2133Ccf  
Difference: 10  
Meter Multiplier: x 1.01700  
10.17Ccf  
BTU Factor x 1.02400  
Gas Consumption: 10.41408  
Or 10 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: 1042  
Previous reading: -1036  
Difference: 6  
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.