UNDERSTANDING YOUR DEMAND BILLING

A guide for business 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.

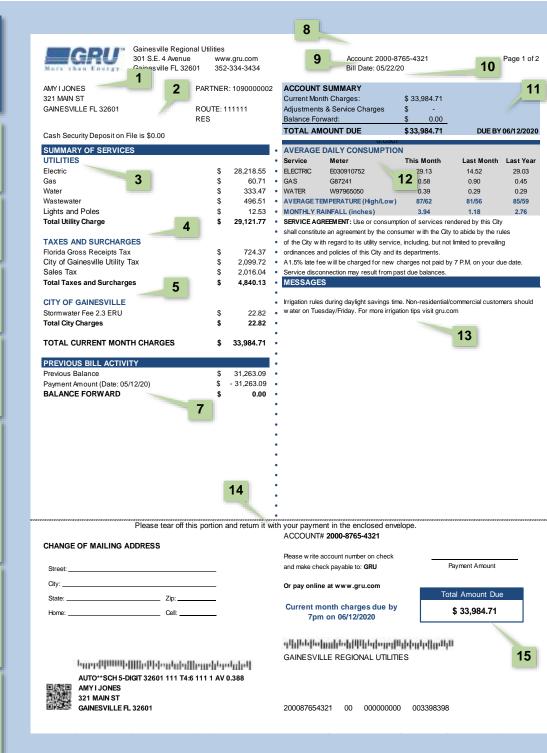
GRU assists the City in billing for these services as a convenience so customers can avoid the need to make a separate payment.

6 ADJUSTMENTS & SERVICE CHARGES

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

7 PREVIOUS BILL ACTIVITY

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



8 ACCOUNT

Each service address has a unique 12digit 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 new 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 and last year for electricity, gas, and water. Includes average temperature and rainfall data to show how weather may have affected useage.

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 <u>www.gru.com</u> 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. Use is the kWh and Demand is the kW.

D FUEL ADJUSTMENTS

Electric Fuel Adjustment and Purchased Gas Adjustments are used to recover fuel costs. GRU makes no profit on fuel.

E ELECTRIC CONSUMPTION

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

77452	
-76015	
1437	
x 160	
229,920 kW	/h
	<u>-76015</u> 1437 <u>x 160</u>

F ELECTRIC DEMAND

Demand is an instantaneous measurement indicating the amount of electricity used at any given time measured in Kilowatts (KW). GRU measures average demand in 30minute intervals and bills for the maximum 30-minute interval during each billing cycle.

G GRAPH

Thirteen months of usage data to show seasonal trends and how change in use affects the bill.

H Meter Multiplier

Meters can measure usage differently depending on the manufacturer. In this example, the electric meter multiplier is 160, for gas it is 1.017.

								E		F	
			Α		А	ccount: 2000-1	234-5678		L'I Date: 05/22/2	2020	Page 2 of
Electric Service	e Details Exan	nple									
Meter	METER READ		Meter Read	Days of		METER R	READINGS	Meter	Electric	Peak	Next Meter Read
Number	Previous	Present	Туре	Service		Previous	Present	Multiplier	Consumption	Demand	on or About
E112233	4/14/2020	5/15/2020	ACTUAL	31		76015	77452	160.00000	229,920 kWh	419 kW	6/16/2020
		_		_							
Description ELECTRIC CUS	STOMED CHA	BOE B	Usage	Rate \$ 100.00	s	Amount 100.00	25000	т	<u> </u>		
ENERGYUSE	STOWER CHA	RGE	229.920	\$ 0.0653	э S	15,013.78			G		
ELECTRIC DEM		C	419	\$ 10.15	ŝ	4.252.85	18750	p -			
ELECTRIC FUE		NT C	229,920	\$ 0.0385	ŝ	8,851.92	12500				
LORIDAGROS	SS RECEIPTS	TAX			\$	723.55	₫ 12500	P +			
GAINESVILLE E	ELEC UTIL TAX	×			\$	2,009.02	6250				
ELECTRIC STA)		\$	2,011.48	62501				
ELECTRIC WIL					\$	25.00					
ELECTRIC SCH		x			\$	25.00		MAY JUN JU	L AUG SEP OCT NOV	DEC JAN FEB N	IAR APR MAY
Fotal for Electri	ic Services				\$	33,012.60					
Gas Service De											
Meter	METER READ		Meter Read	Days of		METER READIN	GS	Meter	BTU	Gas	Next Meter Re
Number	Previous	Present	Type	Service		Previous	Present	Multiplier	Factor	Consumption	on or About
G223311	4/14/2020	5/15/2020	ACTUAL	31		3203	3221	1.01700	1.02400	19 THM	6/16/2020
								1			
Description			Usage	Rate		Amount					K
NATURAL GAS		CHARGE		\$ 45.00	\$	45.00	H	°۲			
NATURAL C IS			19	\$ 0.4426	\$	8.30			J		
	ED GAS PLAN GAS ADJUSTM		19	\$ 0.0556	\$	1.04					
	JAS ADJUSIM						⁹² 10	0 -	•		
			19	\$ ° M	\$	6.37	10 E	•			
			L 19		\$ \$	6.37 0.50	Thems				
GAINESVILLE O	GAS UTIL TAX		L 19		\$ \$	6.37 0.50 5.48	900 10 10 10 10 10 10				
GAINESVILLE G GAS STATE SAL	GAS UTIL TAX LES TAX	TAX	L 19		\$ \$ \$	6.37 0.50 5.48 3.67	Thems				
FLOR <mark>IDA GROS</mark> GAINESVILLE G GAS STATE SAL GAS WILD SPAC GAS SCHOOL S	GAS UTIL TAX LES TAX ICES SURTAX	TAX	L 19		\$ \$ \$ \$	6.37 0.50 5.48 3.67 0.31	Thems				
GAINESVILLE G GAS STATE SAL	GAS UTIL TAX LES TAX CES SURTAX SURTAX	TAX	19		\$ \$ \$	6.37 0.50 5.48 3.67	Thems			/ DEC JAN FEB P	MAR APR MAY
GAINESVILLE G GAS STATE SAU GAS WILD SPA GAS SCHOOL S	GAS UTIL TAX LES TAX CES SURTAX SURTAX	TAX	19		\$ \$ \$ \$ \$ \$ \$ \$	6.37 0.50 5.48 3.67 0.31 0.31	Thems			/ DEC JAN FEB /	MAR APR MAY
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GAINESVILLE G GAS STATE SAI GAS WILD SPAI GAS SCHOOL S Total for Gas So Nater and Was Meter Number	GAS UTIL TAX LES TAX ICES SURTAX SURTAX SURTAX Services Stewater Serv METER REAL Previous	rice Details Exa DING DATES Present	ample Meter Read Type	S C M Days of Service	\$ \$ \$ \$ \$ \$ \$ \$	6.37 0.50 5.48 3.67 0.31 0.31 70.98 MET ER READIN Previous	IGS Present	Meter Multiplier	Haug SEP OCT NON	Wastewater Consumption	Next Meter Read on or About
GAINESVILLE G GAS STATE SAI GAS WILD SPAI GAS SCHOOL S Total for Gas So Water and Was Meter	GAS UTIL TAX LES TAX ICES SURTAX SURTAX SURTAX SURTAX STAN STAN METER REAL	TAX	ample Meter Read	\$ C M	\$ \$ \$ \$ \$ \$ \$ \$	6.37 0.50 5.48 3.67 0.31 70.98 METER READIN	5 SO	May JUN JU	L AUG SEP OCT NOR	Wastewater	Next Meter Read
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GAINESVILLE G GAS STATE SAI GAS WILD SPAI GAS SCHOOL S Total for Gas So Water and Was Meter Number	GAS UTIL TAX LES TAX ICES SURTAX SURTAX iervices stewater Serv METER REAL Previous 4/14/2020	rice Details Exc DING DATES Present 5/15/2020	ample Meter Read Type ACTUAL	S 0 M Days of Service 31	\$ \$ \$ \$ \$ \$ \$ \$	6.37 0.50 5.48 3.67 0.31 0.31 70.98 MET ER READIN Previous 1028	GS Present 1109	Meter Multiplier 1.00000	Water Consumption 81 kGals	Wastewater Consumption	Next Meter Read on or About

Light and Pole Detail

WASTEWATER BILLING

Total for Water Service Details

WASTEWATER CLISTOMER CHARGE

Description	Usage	Rate	
100 HPS GR CUTOFF LIGHT	1	\$ 10.95	\$
ELECTRIC FUEL ADJUSTMENT	41	0.0385	\$
FLORIDA GROSS RECEIPTS TAX			\$
GAINESVILLE ELEC UTIL TAX			\$
ELECTRIC STATE SALES TAX			\$
ELECTRIC WILD SPACES SURTAX			\$
ELECTRIC SCHOOL SURTAX			\$
Total for Electric Services			\$

	41	0.0385	\$ 1.58	
			\$ 0.32	
Q			\$ 1.13	
			\$ 0.89	
			\$ 0.06	
			\$ 0.06	
			\$ 14.99	

s

\$ 9.10

77 \$ 6.33

Customer Inquiries Customer Service Emergencies or Outages

9.10

487.41

863 33

10.95

Amount

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

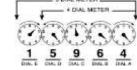
Payment Information

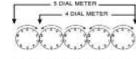
Make checks payable to GRU; return stub and check to: P.O. Box 147051, Gainesville, FL 32614-7051. You may also pay your bill online, by phone at 1-866-269-2881 or at a convenient location in your neighborhood. Visit www.gru.com for details.

Lobby. Night depository payments will be posted the next business day if received after 3:30 PM weekdays.

HOW TO READ YOUR METER

Read the dials from right to left (A -E). If the dial hand is between two numbers, use the lower nu - S DIAL METER -S DIAL METER.





DIALS DALD DIALS DIALS DIALA

J BTU FACTOR

Monthly variable used to convert cubic feet to therms in order to calculate gas consumption. A typical value is 1.028.

K GAS CONSUMPTION

Total amount of natural gas used during the billing period, measured in therms. Present reading: 3221 Ccf - 3203 Ccf Previous reading: Difference: 18 Meter Multiplier: x 1.017 18.306 Ccf BTU Factor x 1.024 Gas Consumption: 18.74 Or 19 Therms

L 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.

M DAYS OF SERVICE

The number of days in this billing period.

N WATER CONSUMPTION

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

Present reading:	1	109	
0			
Previous reading:	-1	<u>028</u>	
Difference:		81	
Meter Multiplier:	х	1	
Water Consumption:		81	kGals

P WASTEWATER CONSUMPTION

For non-residential customers, this is not a metered service. Instead, these charges are based on 95% of the metered water usage during that period.

Q RENTAL LIGHTS AND POLES

Per unit charges for any rental lights and poles.