# 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.



ROUTE: 123456 RESI Cash Security Deposit on File is \$270.00 SUMMARY OF SERVICES UTILITIES (See reverse for details about your utility charges.) Electric \$261.33 \$21.18 Gas 3 Water \$213.37 Wastewater \$98.70 Total Utility Charge \$594.58

TAXES AND SURCHARGES
Florida Gross Receipts Tax
City of Gainesville Utility Tax
Total Taxes and Surcharges

\$7.36
\$43.65
\$51.01

CITY OF GAINESVILLE
96 Gal Refuse Container # 600000000
Stormwater Fee 1 ERU
Total City Charge

5 \$47.54
\$12.83
\$60.37

TOTAL CURRENT MONTH CHARGES

 ADJUSTMENTS & SERVICE CHARGES

 Security Deposit Interest
 -\$0.38

 Late Fee
 \$9.39

 TOTAL ADJUSTMENTS & SERVICE CHARGES
 \$9.01

 PREVIOUS BILL ACTIVITY
 6

 Previous Balance
 \$1,145.77

 Payment Amount (Date: 01/04/2025)
 -\$520.00

 Payment Amount (Date: 02/01/2025)
 -\$625.77

 BALANCE FORWARD
 \$0.00

2000-0000-0000 Account: 8 02/05/2025 Bill Date: ACCOUNT SUMMARY 9 \$705.96 Current Month Charges: Adjustments & Service Charges: \$9.01 10 Balance Forward: \$0.00 TOTAL AMOUNT DUE \$714.97 DUE BY 02/26/2025

A 1.5% late fee will be charged for new charges not paid by your due date. Service disconnection may result from past due balances.

Service         Meter         This Month         Last Month         Last Yea           ELECTRIC         806657         58.00         41.81         45.04           GAS         17H832459         0.35         0.35         0.35         0.36           WATER         21239322         1.26         1.29         0.46           AVERAGE TEMPERATURE (High/Low)         61/38         68/44         0/0	AVERAGE DAILY CONSUMPTION								
CAS 17H032459 0.35 0.35 0.36 WATER 21239322 1.26 1.29 0.46 AVERAGE TEMPERATURE (High/Low) 61/38 68/44 0/0	Service	Meter	This Month	Last Month	Last Yea.				
WATER 21239322 1.26 1.29 0.46 AVERAGE TEMPERATURE (High/Low) 61/38 68/44 0/0	ELECTRIC	8056577	58.00	41.81	45.04				
AVERAGE TEMPERATURE (High/Low) 61/38 68/44 0/0									
(,	WATER	21239322	1.26	1.29	0.46				
MONTHLY BANKER I Reserved 200	AVERAGE TE	MPERATURE (High/Low)	61/38	68/44	0/0				
MONTHLY RAINFALL (Inches) 3.32 0.49 0.00	MONTHLY RA	INFALL (Inches)	3.32	0.49	0.00				

Project SHARE provides financial assistance to customers who qualify for emergency support due to a financial hardship. Your one-time or recurring donation made through your GRU bill helps your neighbors in need. To donate today, visit gru.com/projectshare. If you need help paying your bill, call GRU Customer Service at 334-3434 or the United Way of North Central Florida helpline at 2-1-1.

Convert from electric to 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.

12

13

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 WITH THE PAYMENT FOR PROPER CREDIT\*

\$705.96

EGRU 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

Current month charges due on 02/26/2025

CUSTOMER NAME 12345 NW MAIN RD GAINESVILLE FL 32605

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

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# 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 <a href="https://www.gru.com">www.gru.com</a> 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 service 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.

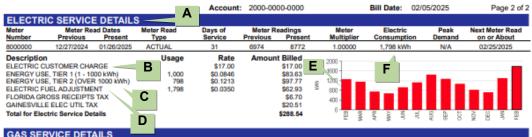
# F ELECTRIC CONSUMPTION

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

Present reading:	8722
Previous reading:	- 697 <u>4</u>
Difference:	1,798
Meter Multiplier:	x 1
Electric Consumption	1,798 kW

# **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.



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<b>GAS SER</b>	VICE DETA	AILS																
Meter Number	Meter Rea Previous	ad Dates Present	Meter Read Type	Days of Service	Meter R Previous	leadings Present	Me Multi			BT Fac		Co	Ga onsun			t Meto n or A	r Rea bout	ıd
1100000	12/27/2024	01/26/2025	ACTUAL	31	671	682	1.01	700		1.02	500		11 The	rms		2/25/2	2025	
NATURAL GA MANUFACTU PURCHASED FLORIDA GRO GAINESVILLE	S CUSTOMER	IT REC IENT TAX	Usage 11 11 11	Rate \$9.75 \$0.6340 \$0.0556 \$0.3500	Amour	\$9.75 \$6.97 \$0.61 \$3.85 \$0.66 \$1.80 \$23.64	15 12 9 13 15 15 15 15 15 15 15 15 15 15 15 15 15	АЯ	G	AV	H	900		CT	J	EC EC	JAN EEB	

WATER AND WASTEWATER SERVICE DETAILS									
Meter Meter Read Dates Number Previous Present	Meter Read Type	Days of Service	Meter Read Previous	dings Present	Meter Multiplier	Water Consumption	Wastewater Consumption	Next Meter Read on or About	
200000 12/27/2024 01/26/2025	ACTUAL	31	25	64	1.00000	39 kGals	12 kGals	02/25/2025	
Description WATER CUSTOMER CHARGE WATER USE, TIER 1 (1 - 4 kGals) WATER USE, TIER 2 (5 - 12 kGals) WATER USE, TIER 3 (OVER 12 kGals) GAINESVILLE WATER UTIL TAX WASTEWATER CUSTOMER CHARGE WASTEWATER BILLING Total for Water and Wastewater Service in	Usage 4 8 27	\$9.45 \$2.4700 \$3.8700 \$6.0400 \$10.50 \$7.3500	L s	\$9.45 \$9.88 30.96	50 M	NAW JUL	SEP	NOV JAM	

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



#### Customer Inquiries

Customer Service	(352) 334-3434	Stormwater Service	(352) 334-5070
Emergency or Outages	(352) 334-2871	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 billonine, by phone at 352-393-6886 or at a convenient location in your neighborhood. Visit www.gru.com for details.

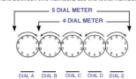
Lobby \_\_\_\_\_\_\_8 AM - 5 PM: M, T, Th, F and 9 AM - 5 PM: W Drive-thru \_\_\_\_\_7:30 AM - 6 PM: M - F

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.





# H BTU FACTOR

Monthly variable used to convert cubic feet to therms in order to calculate gas consumption. A typical value is 1.0240.

### GAS CONSUMPTION

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

 Present reading:
 682 Ccf

 Previous reading:
 -671 Ccf

 Difference:
 11

 Meter Multiplier:
 x 1.01700

 BTU Factor
 x 1.02500

 Gas Consumption:
 11.4667

 Or 11 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: 64
Previous reading: -25
Difference: 39
Meter Multiplier: x 1
Water Consumption 39 kGals

# 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, and are capped at 12 kGals. Wastewater charges cover the cost of collecting, moving, and treating wastewater.