

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: 2000-0000-0000
Bill Date: 02/05/2025

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CUSTOMER NAME
12345 NW MAIN RD
GAINESVILLE FL 32605

500000000000
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
Gas	\$21.18
Water	\$213.37
Wastewater	\$98.70
Total Utility Charge	\$594.58

TAXES AND SURCHARGES

Florida Gross Receipts Tax	\$7.36
City of Gainesville Utility Tax	\$43.65
Total Taxes and Surcharges	\$51.01

CITY OF GAINESVILLE

96 Gal Refuse Container # 6000000000	\$47.54
Stormwater Fee 1 ERU	\$12.83
Total City Charge	\$60.37

TOTAL CURRENT MONTH CHARGES \$705.96

ADJUSTMENTS & SERVICE CHARGES

Security Deposit Interest	-\$0.38
Late Fee	\$9.39
TOTAL ADJUSTMENTS & SERVICE CHARGES	\$9.01

PREVIOUS BILL ACTIVITY

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

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



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

CUSTOMER NAME
12345 NW MAIN RD
GAINESVILLE FL 32605

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

200000000000 00 000000000 000000000

ACCOUNT SUMMARY

Current Month Charges:	\$705.96
Adjustments & Service Charges:	\$9.01
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.

AVERAGE DAILY CONSUMPTION

Service	Meter	This Month	Last Month	Last Year
ELECTRIC	8056577	58.00	41.81	45.04
GAS	17H932459	0.35	0.35	0.36
WATER	21239322	1.26	1.29	0.46

AVERAGE TEMPERATURE (High/Low) 61/38 68/44 0/0

MONTHLY RAINFALL (Inches) 3.32 0.49 0.00

MESSAGES

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.

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.

Account Number: 2000-0000-0000
Total Payment Enclosed: \$
TOTAL AMOUNT DUE \$ 714.97

Current month charges due on 02/26/2025

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: - 6974
Difference: 1,798
Meter Multiplier: x 1
Electric Consumption 1,798 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.



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: 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.

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

PAY WITH CASH PAY YOUR GAINESVILLE REGIONAL UTILITIES BILL WITH CASH AT PARTICIPATING RETAILERS. Please see participating establishments and accept the paper slip.

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 correct cash amount (and tax, if applicable).
5. Return the transaction to COMPUER (and customer the receipt).

For Customer Assistance, call (352) 334-3434.

By accepting or using this barcode to make a payment, you agree to the fee schedule conditions, available at www.gru.com. After successful payment using this barcode, you may receive one (1) dollar receipt or a receipt of your choice.

KUERA EZ-PAY

DOLLAR GENERAL **FAMILY DOLLAR** **Walmart** **CVS** **7-Eleven**

Available at Service Desk or Money Center

79936600399000637 1683199461246

A \$1.50 fee will be added.

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 bill online, 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.

