WHY PAY MORE?

How to ensure that you are getting the best possible deal on your utility bill.

Presentation By: Jim Konish, Attorney at Law

2024 Edition

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Introduction *(2024)*

Gainesville Regional Utilities (GRU) is a municipally owned multiutility that has effectively monopolized electric, natural gas, water and wastewater service both within and in an area outside of and adjacent to the City of Gainesville geographic boundaries.

The bundled bills we receive are extremely high, and complex. I have never met a single person who likes these GRU bills.

While people behind the 93,000 residential GRU electric meters have few options, the 11,000 non-residential GRU electric customers have numerous, complex decisions to make regarding their GRU bills. GRU will automatically put you in the least advantageous position, and challenge you to find a better solution.

I am here to help the non-residential GRU customer take control of their GRU bills. Certain non-residential customers cannot achieve savings through rate analytics alone. However, a large percentage can – especially if you do demand side management. Given the magnitude of these bills, it behooves all non-residential GRU customers to consider taking control of their GRU bill.

In the pages that follow, we will explain the esoteric terminology governing your electric bill, and then provide some examples of how we achieve savings. This analysis should precede any investment in energy saving improvements.

GRU sends out 104,000 complex bills a month that bring in over $430,000,000 annually. Few people understand GRU rates, their choices, GRU mistakes, GRU predatory overcharges, or how to rectify such matters.

A trained professional, representing you with the people behind the front line who can (and will) provide relief, if appropriate, can save you a lot of money. We look forward to having the privilege of being at your service.

Finally please know that GRU, while a d/b/a of the City of Gainesville, ultimately belongs to the citizens. The City of Gainesville found this out in the HB1645 legislation that created the Gainesville Regional Utilities Authority. The 800 people who work for GRU are good and decent people. Their difficult, and often dangerous and unpleasant service to us has been disparaged by the political governance structure which has been repudiated by the Florida legislature. GRU does not retaliate against ratepayers by calling in the fire, building, code enforcement or any other arm the Gainesville City government in order to retaliate against a GRU customer who exercises their right to optimize their GRU bills. So, let us take a look at strategies to save you money.

Jim Konish Résumé

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Education:

- University of Florida - College of Business

B.S. Degree in Economics – With High Honors (June, 1976)

J.D. In Law (December, 1979)

Member of the Florida Bar (Since May, 1980)

Publications:

- Numerous letters to the Alachua Chronicle
- Digests of Florida Public Service Commission

  Orders and Judicial Decisions:

  Electric & Telephone (1965-1979)

  Water & Sewer (1970-1980)

- Florida Public Service Commission Reporter (January 1980-2019)
- Florida Administrative Law Reports (FALR) (January 1984-2019)
- FALR State Tax Report (January 1981-2019)

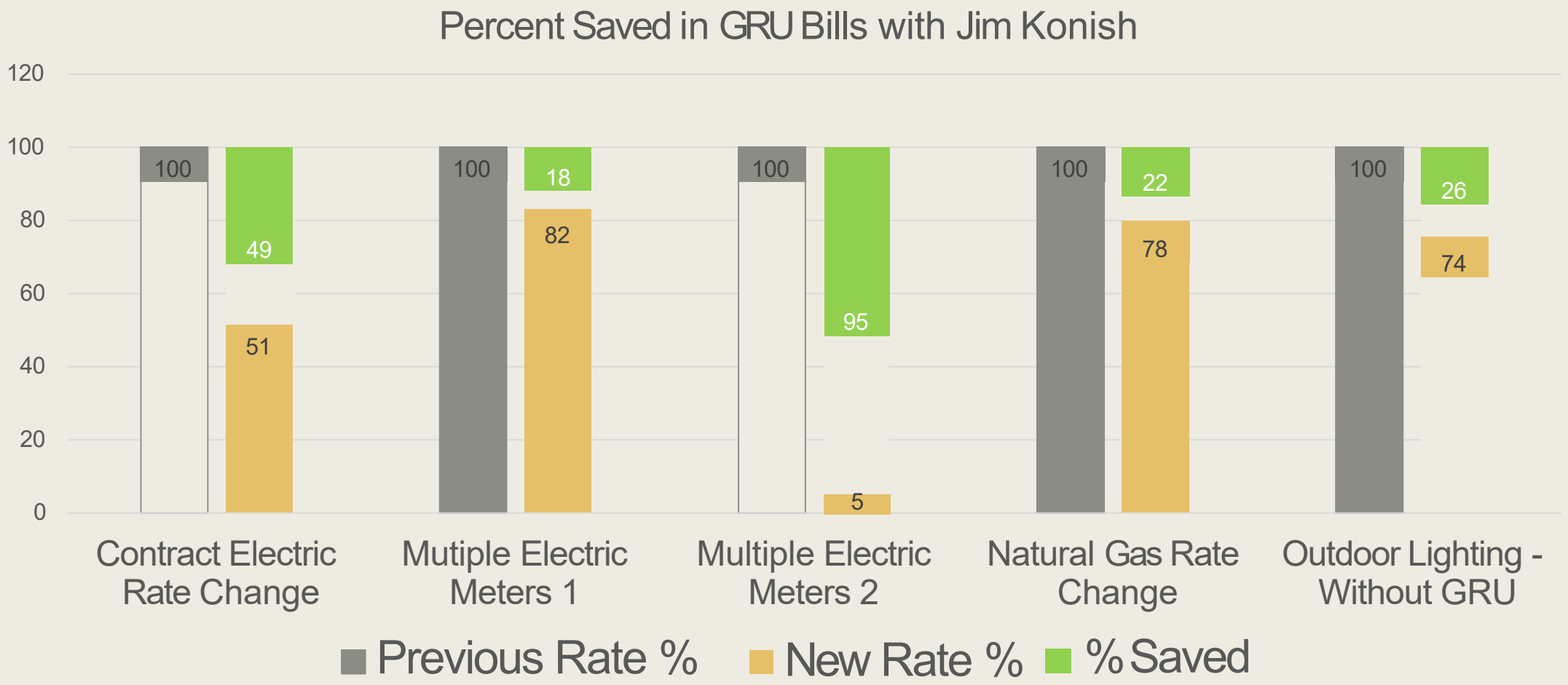
Public Service:

- Invited by the Honorable Keith Perry to work with him, his staff and others to draft the "Perry Bill" on GRU Governance, which later became HB1645.
- Candidate for Alachua County Commission (2000)
- Candidate for Gainesville City Commission (2016)
- Active in Local Politics since 1996
  - *Regularly attended meetings for over 20 years and actively argued for GRU reform.*

Professional Accomplishments:

- Landlord with Tenants on Master Meters
- Sued the City of Gainesville over how it calculates the Utility Tax on GRU bills (a $20,000,000 refund was sought for ratepayers)
- Sued Adrian Hayes-Santos in a contest to the 2016 City Commission Election that resulted in a fundamental change in how these elections will be conducted in the future
- Unwavering commitment to the Public Interest in lieu of personal gain

What To Know About Our Clients and The Reduction In Their GRU Bills That Was Delivered



GRU chief says some bills to be recalculated

By Andrew Caplan
Staff writer

Officials at Gainesville Regional Utilities say they will ensure customers don't see high-estimated bills in the future after over-billing nearly 20,000 households.

In September, following Hurricane Irma, GRU sent out approximately 20,000 estimated electric and water bills to customers.

GRU had a number of workers taken off meter-reading duties to help restore power to about 60,000 customers during the storm at the time the bills were calculated. GRU officials also said some meters weren't accessible due to hurricane debris.

See BILLS, A4

Reprint from Gainesville Sun 10/4/2017

10/2/17:

JIM KONISH SPOKE UP DURING A TOWN HALL

10/4/17– GRU ACTED

GRU DOES RECALCULATE BILLS

FREE confidential analysis of your GRU bill

Using a specially developed algorithm and years of experience, we can give a *FREE* analysis of the money you could be saving just by looking at your GRU bill.

Savings are *NOT* obvious! Every account is different, with unique characteristics.

Due to the nature of the following sample GRU bills, we highly encourage all readers to reach out to us with any questions. We will deliver timely & accurate responses to anyone ASAP.

The goal of the presentation is to create a more informed GRU customer, and we want to help every visitor achieve this. As such, this website will constantly be updated to examine new opportunities for savings.

Last Updated: 8/1/2024

GRU Billing Terminology

- *kWh: (Kilowatt hour)*: The amount of electricity required to operate a 1000W load for one hour
- *KW*: The rate at which energy is being used to any point(s) in time (also known as the "load").
- *Demand*: The highest load (in KW) you require in two consecutive 15 minute intervals within any billing cycle. Any GRU Customer with a measured demand of 50 kWh automatically becomes a "Demand Customer". If you do not hit 50 KW in 12 consecutive months, you automatically switch to a non-demand customer. There are contract rates available to control whether or not you will be billed for demand or non-demand rates.
- *General Service*: Non-Residential, NRES, Commercial, Business are synonymous terms.
- *Base Rates*: Customer, Usage and Demand Charges.
- *Surcharges*: Additional charges imposed by GRU outside Gainesville city limits
- *Residential*: A nontransient single family residential home or apartment dwelling
- *Nonresidential*: Any structure that is not a single family home or apartment dwelling. (Even if someone lives on the premises, e.g. shelters in churches and motels are still non-residential.)
- *Taxes*: Utility taxes, apply only to nonexempt nonfuel revenues. All other taxes, such as Gross Receipts Tax and Sales Tax, apply to both fuel and nonfuel revenues, and may be subject to certain exemptions for sales taxes only.
- *Fees:* Stormwater, disconnection, connection, special services or equipment, etc.

DEMAND VS. NON-DEMAND

Understanding which classification is better for your non-residential GRU account.

Methodology for Choosing the Best GRU Classification

General Service GRU Electric Customers confront a complex and confusing rate scheme driven by surprises around every corner. This is why independent analysis and expert opinion is crucial when navigating GRU electric bill reduction strategies. Do not expect the fox (GRU) to guard your henhouse!

Note: “Tier” does not refer to what rolls down the cheeks of those who cannot pay.

As of 8/1/ 2024:
2024 GRU Electric kWh Rates & Charges
(Excluding Time of Use Non-Demand & Demand)

	kWH Rate	Customer Charge	Demand Charge
Residential Tier 1 0-1000	0.0848 *(0.0745) **↑12%**	$17.00 (*$15.00) **↑12%**	—
Residential Tier 2 Over 1000	0.121 *(0.0987) **↑12%**	—	—
Non-Residential Non-Demand Tier 1 0-1500	0.1118 *(0.0984) **↑14%**	35.00 *($31.00) **↑11%**	—
Non-Residential Non-Demand Tier 2 1500-	0.1486 *(0.1309) **↑14%**	—	—
Non-Residential Demand Demand > 35	0.0742 *(0.0653) **↑12%**	$111.00 *($100.00) **↑11%**	$11.55 *($10.15) **↑14%**
*Large Power Demand > 1000	0.0894 *(0.0611) **↑46%**	$395.00 *($350.00) **↑13%**	$11.70 *($10.30) **↑14%**

* As of 2019

As of 8/1/2024:

*General Service Electric Base Rates

- Demand Customer: Pays a fixed monthly customer charge of $111.00, an additional demand charge of $11.55 per kW (minimum of 35 kW for a total of $515.25), and a discounted $0.0742 per kWh energy usage charge.
- Non-Demand Customer: Pays a fixed monthly customer charge of $ 35.00, and $.1118 per kWh energy usage charge from 0-1500 kWh. Over 1500 kWh, $0.1486. There is no demand charge.

  – **General Service: A/K/A Nonresidential, NRES (used on GRU Bill), Commercial, Business.*

Deciding whether or not you will be a demand customer can profoundly affect your total GRU electric bill!

October 2024: NONRESIDENTIAL ELECTRIC RATE STRUCTURE CHOICES

		NONDEMAND	*DEMAND	TIME-OF-USE-RATE
Customer Charge		$35.00	$111.00	$40.00
*Demand Charge		0	$11.55 per highest 30 minute usage in kW during a billing cycle.	
Usage Rates	1-1500 1500-	.1118 per kWh .1486 per kWh	.0742 per kwh	ON PEAK: .2972 per kWh OFF PEAK: .0559 per kWh

*"Demand Shall Mean the greatest Average amount of electric power measured in Kilowatts required by a consumer throughout any 30 minute interval each billing month"

* * Minimum Demand Charge- A demand customer will be billed for at least 35 kw regardless - of actual measured demand 0 **$515.25+

Question: At what total Kwh does it make sense to switch to Demand under various Scenarios?

Switching from Nondemand to Demand or vice versa should be made with the opinion of an independent expert. *THE FOX (GRU) SHOULD NOT BE GUARDING YOUR HEN HOUSE.*

As of 8/1/2024:

General Service* Non-Demand Electric Rates

Monthly Customer Charge	$35.00
Energy Charge ($/kWh)	
-Tier 1 (0 to 1500 kWh)	$0.1118
-Tier 2 (over 1500 kWh)	$0.1486
-Fuel Adjustment	$0.0500

*No Demand Charge

As of 8/1/2024:

General Service Demand Electric Rates

Monthly Customer Charge	$111
Energy Charge ($/kWh)	$0.0742
Demand Charge ($/kW-mo.)	$11.55
Fuel Adjustment ($/kWh)	$0.05

LOAD MANAGEMENT MATTERS!

As of 8/1/2024:

General Service Time-Of-Use Electric Rates

Monthly Customer Charge	$40.00
On Peak Energy Charge ($/kWh)	$0.2618
Off Peak Energy Charge($/kWh)	$0.0492
Fuel Adjustment ($/kWh)	$0.05

All general service non-demand customers may elect service at this rate, except that the city may, at its option, limit the number of customers and type of business, which will be served at this rate.

On-peak Period shall be as follows: Weekdays, 6:00 a.m. through 10:00 p.m., excluding holidays. Off-peak periods shall be all periods not included in on-peak periods.

DID YOU KNOW THAT *YOU* HAVE THE ABILITY TO *CHANGE* YOUR GRU ELECTRIC RATE CLASSIFICATION BY CONTRACT, AND THAT GRU CAN (AND WILL) DO IT FOR YOU WITHOUT *YOUR* CONSENT?

General Service: Time-of-Demand Supplemental Agreement: For Night, Holiday, & Weekend Demand

The *Up Their Sleeve* Opportunity: *"Contract Rate"*

- If you have a non-residential electric GRU account that does not ever hit 50 kW between the hours of 6am and 10pm, Monday-Friday (excluding holidays), you can elect to be considered a non-demand customer which entitles you to the non-demand electric bill rates.
  - *GRU internally refers to this as the "church rate," but really, it can be helpful for some establishments or congregations that have most of their electrical usage on the weekends, or on weeknights after 10 pm, excluding holidays.*
- You can hop on and off either the Demand or Non-Demand rate, and should, with expert advice depending on your current bill and your usage at various times which can be managed.
- You normally must stay on an electric rate for twelve (12) consecutive month, but there are strategies for effecting controlled seasonal rate shifts.

OUTRAGE!!!

*$108 of Usage Results In a Bill For $1,173.95! This Customer Could Benefit Greatly From a *Contract Rate*.

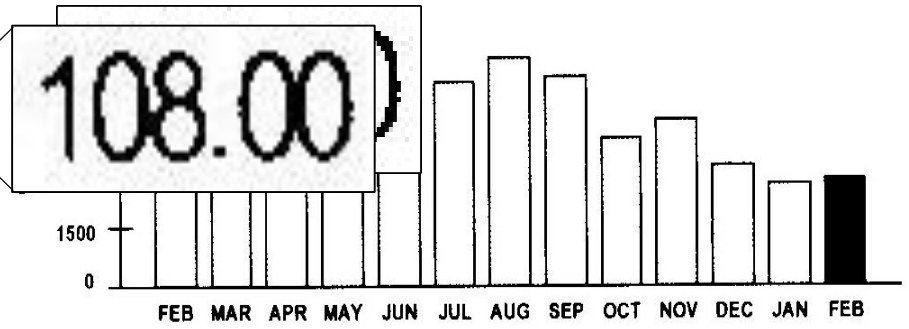
Actual GRU Bill:
Identifying Info Deleted

Account: [redacted] Bill Date: 02/15/2016 Page 2 of 2

Electric Service Details

Meter Number	METER READING DATES Previous	Present	Meter Read Type	Days of Service	METER READINGS Previous	Present	Meter Multiplier	Electric Consumption	Peak Demand	Next Meter Read on or About
[redacted]	01/13/2016	02/09/2016	ACTUAL	28	40363	40498	20.00000	2,700 kWh	87 kW	03/09/2016

Description	Usage		Rate		Amount
ELECTRIC CUSTOMER CHARGE		$	100.00	$	100.00
ENERGY USE	2,700	$	0.0400	$	108.00
ELECTRIC DEMAND	87	$	8.5000	$	739.50
ELECTRIC FUEL ADJUSTMENT	2,700	$	0.0730	$	197.10
FLORIDA GROSS RECEIPTS TAX -- IC 11/12				$	29.35
Total for Electric Service Details				**$**	**1,173.95**



Electric Customer Charge	$100.00
Energy Use	$108.00
Electric Demand	+ $739.50
Total (Excluding fuel & tax)	$947.50 / 2700 kWh = 0.35 per Kwh
Load Factor: 4.6	

This is a nosebleed rate! ☹

The Non-Demand Electric Rate Could Have Saved This Client *$2,929.60* in a year!

Bill Date	Electric Consumption	Demand	Bill on Non-Demand Rate	Actual Bill: Demand Rate
11/6/2015	3640	46	$347.00	$636.60
12/08/2015	3160	39	$299.00	$577.90
01/11/2016	2640	35	$247.00	$503.10
02/08/2016	3720	36	$355.00	$554.80
03/08/2016	3560	41	$339.00	$590.90
04/08/2016	3120	35	$295.00	$522.30
05/09/2016	3120	42	$295.00	$581.80
06/08/2016	4240	40	$407.00	$609.60
07/11/2016	6440	59	$627.00	$859.10
08/08/2016	5680	56	$551.00	$803.20
9/09/2016	6840	58	$667.00	$866.60
10/10/2016	4480	51	$431.00	$712.70
			$4,860.00	$7,798.60

Involuntary Classification Shifts

GRU electric rate "shifts" are done automatically without actual notice or ratepayer consent - which could lead to a refund with expert advice.

This customer automatically dropped off a favorable Demand Rate after participating in a GRU energy conservation program. A GRU audit failed to reveal the problem. Jim Konish fixed this for the bewildered GRU customer.

The customer paid more for less for four (4) years! This could have been prevented with our expert advice. Also, the customer would be $18,000+ richer!

GRU
More than Energy

Gainesville Regional Utilities
301 S.E. 4 Avenue
Gainesville FL 32601
www.gru.com
352-334-3434

Account: 2000-2103-9671
Bill Date: 05/28/2015

Exhibit 7B

Actual Bill:
Identifying Info Deleted

ACCOUNT SUMMARY

Current Month Charges:	$	1,692.88
Adjustments & Service Charges	$	-753.11
Balance Forward:	$	0.00
TOTAL AMOUNT DUE	**$**	**939.77**

DUE BY 06/17/2015

Cash Security Deposit on File is $0.00

SUMMARY OF SERVICES

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

Electric	$	1,572.70
Total Utility Charge	$	**1,572.70**

TAXES AND SURCHAR

Florida Gross Receipts Tax		0.33
City of Gainesville Utility Tax		
Total Taxes and Surcharges		

TOTAL CURRENT MONTH CHARGES 2.88

Refund Obtained

ADJUSTMENTS & SERVICE CHARGES

MISCELLANEOUS CREDIT	$	-753.11
TOTAL ADJUSTMENTS & SERVICE CHARGES	$	**-753.11**

PREVIOUS BILL ACTIVITY

Previous Balance	$	1,703.51
Payment Amount (Date: 05/08/2015)	$	-1,703.51
BALANCE FORWARD	$	**0.00**

AVERAGE DAILY CONSUMPTION

Service	Meter	This Month	Last Month	Last Year
DEMAND		35.00	35.00	32.00
ELECTRIC		348.10	329.06	457.50
AVERAGE TEMPERATURE (High/Low)		86/62	81/59	85/60
MONTHLY RAINFALL (inches)		4.30	2.29	3.63

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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.

MESSAGES

THANK YOU FOR YOUR PAYMENT

This year's annual water quality results will be available in July. Visit gru.com/waterreport to view the complete water quality report.

Go paperless. With eBill, you can get monthly email reminders to see your amount due, bill details and payment due date. Schedule a payment on our secure website. For details and sign up, visit gru.com/ebill.

GRU's Conservation Services team can help your business find ways to save money, improve comfort, and review your rate. Our trained staff will inspect your business at no charge. Call 352-393-1460 to schedule a survey.

Multiple Meters

This GRU Ratepayer loses between $750.00 and $1,000 a month due to lack of one master meter. Also, their security deposit is being crouched over by GRU.

On the back of your bill, the amount of meters servicing your business are listed, and the amount of energy each meter is monitoring.

Having all of your energy monitored on one meter not only consolidates your bill, but may even open up opportunities to choose a better rate classification, based on your total energy consumption and load.

However, depending on the unique circumstance of each customer, additional separate metering can save substantial sums with the correct approach.

Example #1

GRU
More than Energy

Actual Bill: Identifying Info Deleted

GRU is not returning everyone's deposits. We can fix that for you.

1 of 2

ACCO
Current
Adjustments & Service Charges $
ward: 0.00
IOUNT DUE $ 1,906.60 DUE BY 11/22/2016

Cash Security Deposit on File is $2,200.00 is $2,200.00

SUMMARY OF SERVICES

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

Electric	$	1,060.80
Gas	$	451.34
Water	$	55.65
Wastewater	$	78.40
Total Utility Charge	$	**1,646.19**

CITY OF GAINESVILLE

Stormwater Fee 1.30 ERU	$	11.70
Total City Charge	$	**11.70**

TAXES AND SURCHARGES

Florida Gross Receipts Tax	$	41.87
City of Gainesville Utility Tax	$	103.71
Sales Tax	$	103.58
Total Taxes and Surcharges	$	**249.16**

TOTAL CURRENT MONTH CHARGES	$	**1,907.05**

ADJUSTMENTS & SERVICE CHARGES

SECURITY DEPOSIT INTEREST	$	-0.45
TOTAL ADJUSTMENTS & SERVICE CHARGES	$	**-0.45**

PREVIOUS BILL ACTIVITY

Previous Balance	$	2,283.28
Payment Amount (Date: 10/17/2016)	$	-2,283.28
BALANCE FORWARD	$	**0.00**

DAILY CONSUMPTION

Service Meter	This Month	Last Month	Last Year
ELECTRIC	218.62	252.94	232.45
GAS	19.31	18.79	19.65
WATER	0.41	0.27	1.81
AVERAGE TEMPERATURE (High/Low)	85/62	90/71	83/64
MONTHLY RAINFALL (inches)	1.73	8.42	1.44

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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.

MESSAGES

THANK YOU FOR YOUR PAYMENT

Daylight Saving Time ends in November. Adjust your programmable thermostats and check all lighting timers to be sure they are turning interior and exterior lights on and off at appropriate times.

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.

Meter #1

Why Pay GRU more for ANYTHING!

Actual Bill:
Identifying Info Deleted

GRU is not returning everyone's deposits. We can fix that for you.

Cash Security Deposit on File is $1,700.00

SUMMARY OF SERVICES

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

Electric	$	1,081.89
Water	$	98.00
Wastewater	$	147.70
Total Utility Charge	$	**1,327.59**

TAXES AND SURCHARGES

Florida Gross Receipts Tax	$	27.74
City of Gainesville Utility Tax	$	75.52
Sales Tax	$	77.12
Total Taxes and Surcharges	$	**180.38**

TOTAL CURRENT MONTH CHARGES	$	**1,507.97**

ADJUSTMENTS & SERVICE CHARGES

SECURITY DEPOSIT INTEREST	$	-0.35
TOTAL ADJUSTMENTS & SERVICE CHARGES	$	**-0.35**

PREVIOUS BILL ACTIVITY

Previous Balance	$	1,972.21
Payment Amount (Date: 10/17/2016)	$	-1,972.21
BALANCE FORWARD	$	**0.00**

Adjustments & Service Charges $ -0.35
Balance Forward:
TOTAL AMOUNT DUE $ 1,507.62 DUE BY 11/22/2016

AVERAGE DAILY CONSUMPTION

Service	Meter	This Month	Last Month	Last Year
ELECTRIC		222.90	251.03	200.35
WATER		0.79	1.03	0.77
AVERAGE TEMPERATURE (High/Low)		85/62	90/71	83/64
MONTHLY RAINFALL (inches)		1.73	8.42	1.44

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MESSAGES

THANK YOU FOR YOUR PAYMENT

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Fat, oil and grease (FOG) poured into drains can cause back-ups and sewage

secure website. For details and sign up, visit gru.com/ebill.

Meter #2

Why Pay GRU more for ANYTHING!

Actual Bill:
Identifying Info Deleted

GRU is not returning everyone's deposits. We can fix that for

Cash Security Deposit on File is $1,194.00

SUMMARY OF SERVICES

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

Electric	$	1,071.69
Total Utility Charge	$	**1,071.69**

TAXES AND SURCHARGES

Florida Gross Receipts Tax	$	27.48
City of Gainesville Utility Tax	$	65.09
Sales Tax	$	76.39
Total Taxes and Surcharges	$	**168.96**

TOTAL CURRENT MONTH CHARGES	$	**1,240.65**

ADJUSTMENTS & SERVICE CHARGES

SECURITY DEPOSIT INTEREST	$	-0.24
TOTAL ADJUSTMENTS & SERVICE CHARGES	$	**-0.24**

PREVIOUS BILL ACTIVITY

Previous Balance	$	1,487.86
Payment Amount (Date: 10/17/2016)	$	-1,487.86
BALANCE FORWARD	$	**0.00**

ACCOU
Current Month Charges: $ 1,240.65
Adjustments & Service Charges $
Balance Forward: 0.00
TOTAL AMOUNT DUE $ 1,240.41 DUE BY 11/22/2016

AVERAGE DAILY CONSUMPTION

Service	Meter	This Month	Last Month	Last Year
ELECTRIC		220.83	232.12	204.39
AVERAGE TEMPERATURE (High/Low)		85/62	90/71	83/64
MONTHLY RAINFALL (inches)		1.73	8.42	1.44

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MESSAGES

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Daylight Saving Time ends in November. Adjust your programmable thermostats and check all lighting timers to be sure they are turning interior and exterior lights on and off at appropriate times.

secure website. For details and sign up, visit gru.com/ebill.

Meter

Example #2

Why Pay GRU more for ANYTHING!

Actual Bill:
Identifying Info Deleted

Cash Security Deposit on File is $0.00

SUMMARY OF SERVICES

UTILITIES (See
Electric
Gas
Water
Wastewater
Lights and Poles
Total Utility Char

CITY OF GAIN
Stormwater Fee 5.
Total City Charge

TAXES AND S
Florida Gross Rec
City of Gainesville
Sales Tax
Total Taxes and

TOTAL CURRE

ADJUSTMENTS
LATE FEE
TOTAL ADJUSTM

PREVIOUS BIL
Previous Balance
Payment Amount (
BALANCE FORWARD $ 0.00

Because this customer has their sign on a separate electrical meter by itself, they pay $37.46 for 1.81 worth of electricity.

Account: Bill Date: 07/11/2016 Page 2 of

Electric Service Details

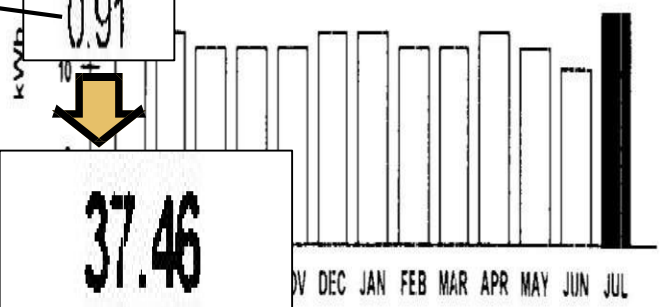
Meter Number	METER READING DATES Previous	Present	Meter Read Type	Days of Service	METER READINGS Previous	Present	Meter Multiplier	Electric Consumption	Peak Demand	Next Meter Rea on or About
	06/03/2016	07/05/2016	ACTUAL	33	591	604	1.00000	13 kWh	N/A	08/02/2016
	06/03/2016	07/05/2016	ACTUAL	33	17005	17166	40.00000	6,440 kWh	59 kW	08/02/2016

Description	Usage	Rate	Amount
ELECTRIC CUSTOMER CHARGE		$ 29.50	$ 29.50
ENERGY USE, TIER 1 (1 - 1500 kWh)	13	$ 0.0690	$ 0.90
ELECTRIC FUEL ADJUSTMENT	13	$ 0.0700	$ 0.91
FLORIDA GROSS RECEIPTS TAX			$ 0.80
GAINESVILLE ELEC UTIL TAX			$ 3.12
ELECTRIC STATE SALES TAX			$ 2.23
Subtotal for meter I			$ 37.46
- CHURCH SIGN			

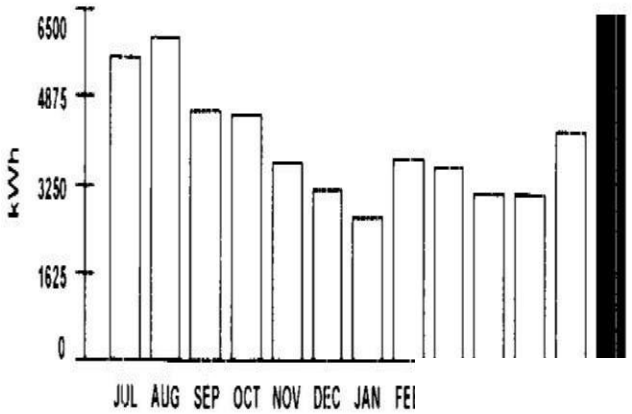
0.90

0.91

37.46



Description	Usage	Rate	Amount
ELECTRIC CUSTOMER CHARGE		$ 100.00	$ 100.00
ENERGY USE	6,440	$ 0.0400	$ 257.60
ELECTRIC DEMAND	59	$ 8.5000	$ 501.50
ELECTRIC FUEL ADJUSTMENT	6,440	$ 0.0700	$ 450.80
FLORIDA GROSS RECEIPTS TAX			$ 33.59
Subtotal for meter			$ 1,343.49
Total for Electric Service Details			$ 1,380.95



GRU Meter Accuracy

GRU Meters can be inaccurate. Moreover, you can buy you own meter. Therefore, you can be you charged for more energy than is actually being used.

The best rate offer sometimes requires an electric meter change.

You are entitled to an accurate and appropriate meter. If you have reason to believe you are being overcharged, you can request a meter test from GRU. This must be done with CAUTION. If the meter is actually charging you less, you will be responsible for any undercharge that occurred. Conversely, credit for overcharges can be obtained.

Consult an independent expert for guidance.

Why Pay GRU more for ANYTHING!

Actual Letter: Identifying Info Deleted

GRU Gas and Electric Measurement
Gas Meter Test Report

Meter Number:

Meter Make and Model:

Meter Reading:

Reason Tested:

Previous Meter Location:

As Found Meter Test Results:

Open Rate (100% Flow)	Check Rate (20% Flow)	Average % Proof (25% Open + 75% Check)	Test Limits	Percent Error
103.24	88.93	92.508	2% Fast to 5% Slow	8.55 % Fast

Comments: Meter was found to be fast. Emma was created to credit customer.

Did You Know About Forgiveness of GRU Late Fees?

Do you know where to check your *total amount due including late fees*? Many people have missed them, including myself. "Trailing late fees" pile up on your GRU bill over time without your knowledge!

They *can* be negotiated away. GRU's policy for forgiveness of late fees is murky.

Total Current Monthly Charges, *NOT THE TOTAL DUE*

Why Pay GRU more for ANYTHING!

Actual Bill: Identifying Info Deleted

Account:
Bill Date: 07/11/2016

Page 1 of 3

ACCOUNT SUMMARY

Current Month Charges:	$	1,721.46
Adjustments & Service Charges	$	19.91
Balance Forward:	$	0.00
TOTAL AMOUNT DUE	**$**	**1,741.37**

DUE BY 08/01/2016

Cash Security Deposit on File is $0.00

SUMMARY OF SERVICES

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

Electric	$	1,341.21
Gas	$	45.00
Water	$	36.15
Wastewater	$	52.40
Lights and Poles	$	153.10
Total Utility Charge	$	**1,627.86**

CITY OF GAINESVILLE

Stormwater Fee 5.60 ERU	$	50.40
Total City Charge	$	**50.40**

TAXES AND SURCHARGES

Florida Gross Receipts Tax	$	37.85
City of Gainesville Utility Tax	$	3.12
Sales Tax	$	2.23
Total Taxes and Surcharges	$	**43.20**
TOTAL CURRENT MONTH CHARGES	$	**1,721.46**

ADJUSTMENTS & SERVICE CHARGES

LATE FEE	$	19.91
TOTAL ADJUSTMENTS & SERVICE CHARGES	$	**19.91**

PREVIOUS BILL ACTIVITY

Previous Balance	$	1,327.23
Payment Amount (Date: 06/30/2016)	$	-1,327.23
BALANCE FORWARD	$	**0.00**

AVERAGE DAILY CONSUMPTION

Service	This Month	Last Month	Last Year
DEMAND	59.00	40.00	57.00
ELECTRIC	195.15	141.33	186.67
ELECTRIC	0.39	0.33	0.37
GAS	0.00	0.00	0.00
	0.21	0.30	0.20
h/Low)	92/71	88/62	93/70
	10.58	4.08	3.17

Actual Amount Due

S consumption of services rendered by this City s he consumer with the City to abide by the rules o service, including, but not limited to prevailing o and its departments.
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.

MESSAGES

View GRU's 2016 Water Quality Report at www.gru.com/waterreport. It contains important information about the source and quality of your drinking water. Your water met EPA drinking water standards.
To have a copy mailed, call 352-393-1600 or return your entire bill with this checked box [ ] marked

Energy savings tip Replace incandescent bulbs in exit signs with LEDs, and save about 90 percent on signage operating costs. If LEDs are not compatible h your current sign, a new sign could pay for itself within a year. Learn more

ve money, use smart power strips to regulate energy mputers, copiers and printers. Get more tips at

Late Fees

Reversing Late Fees

Late fees can be negotiated away, and this is something we are GREAT at doing for you!

Why Pay GRU more for ANYTHING!

Actual Bill: Identifying Info Deleted

Account:
Bill Date:

ACCOUNT SUMMARY

Current Month Charges:	$	407.97	DUE BY 04/05/2015
Adjustments & Service Charges	$	-24.68	
Balance Forward:	$	495.44	PAST DUE
TOTAL AMOUNT DUE	**$**	**878.73**	

SUMMARY OF SERVICES

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

Electric	$	184.40
Gas	$	128.81
Water	$	11.55
Wastewater	$	14.45
Total Utility Charge	$	**339.21**

CITY OF GAINESVILLE

96 Gal Refuse Container # 9620173	$	32.00
Stormwater Fee 1 ERU	$	8.56
Total City Charge	$	**40.56**

TAXES AND SURCHARGES

Florida Gross Receipts Tax	$	10.01
City of Gainesville Utility Tax	$	18.19
Total Taxes and Surcharges	$	**28.20**
TOTAL CURRENT MONTH CHARGES	$	**407.97**

ADJUSTMENTS & SERVICE CHARGES

REVERSED LATE FEE	$	-1.00
REVERSED LATE FEE	$	-1.00
REVERSED LATE FEE	$	-1.00
REVERSED LATE FEE	$	-6.50
REVERSED LATE FEE	$	-1.00
REVERSED LATE FEE	$	-1.00
REVERSED LATE FEE	$	-1.00
REVERSED LATE FEE	$	-4.48
REVERSED LATE FEE		
REVERSED LATE FEE		
REVERSED LATE FEE		
TOTAL ADJUSTMENTS & SERVIC		-24.68

PREVIOUS BILL ACTIVITY

Previous Balance	
Payment Amount (Date: 02/05/2015)	
BALANCE FORWARD	

AVERAGE DAILY CONSUMPTION

Service	Meter	This Month	Last Month	Last Year
ELECTRIC		45.39	46.47	40.32
GAS		4.18	3.37	3.50
WATER		0.04	0.33	0.21
AVERAGE TEMPERATURE (High/Low)		66/39	66/43	70/47
MONTHLY RAINFALL (inches)		1.91	3.24	4.37

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 regard to its utility service, including, but not limited to prevailing ordinances and policies of this City and its departments.
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.

MESSAGES

THANK YOU FOR YOUR PAYMENT

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 and energy-saving tips, visit gru.com or call 352-334-3434.

Go paperless. With eBill, you can get monthly email reminders to see your amount due, bill details and payment due date. Schedule a payment on our secure website. For details and sign up, visit gru.com/ebill.

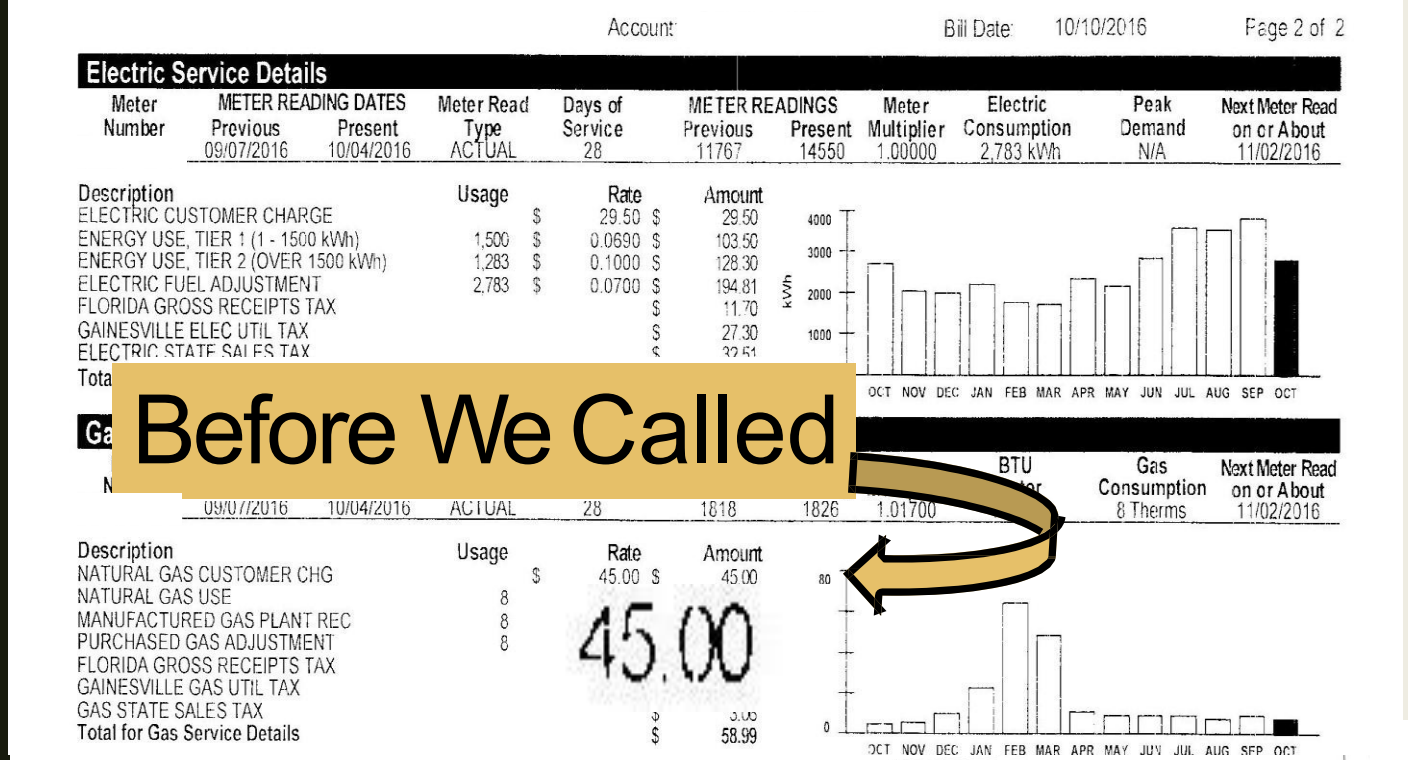
Daylight Saving Time alters irrigation rules. Homes with odd-numbered addresses or no address should water on Wednesdays and Saturdays. Homes with even-numbered addresses should water on Thursdays and Sundays. For irrigation tips and water-saving ideas, visit gru.com.

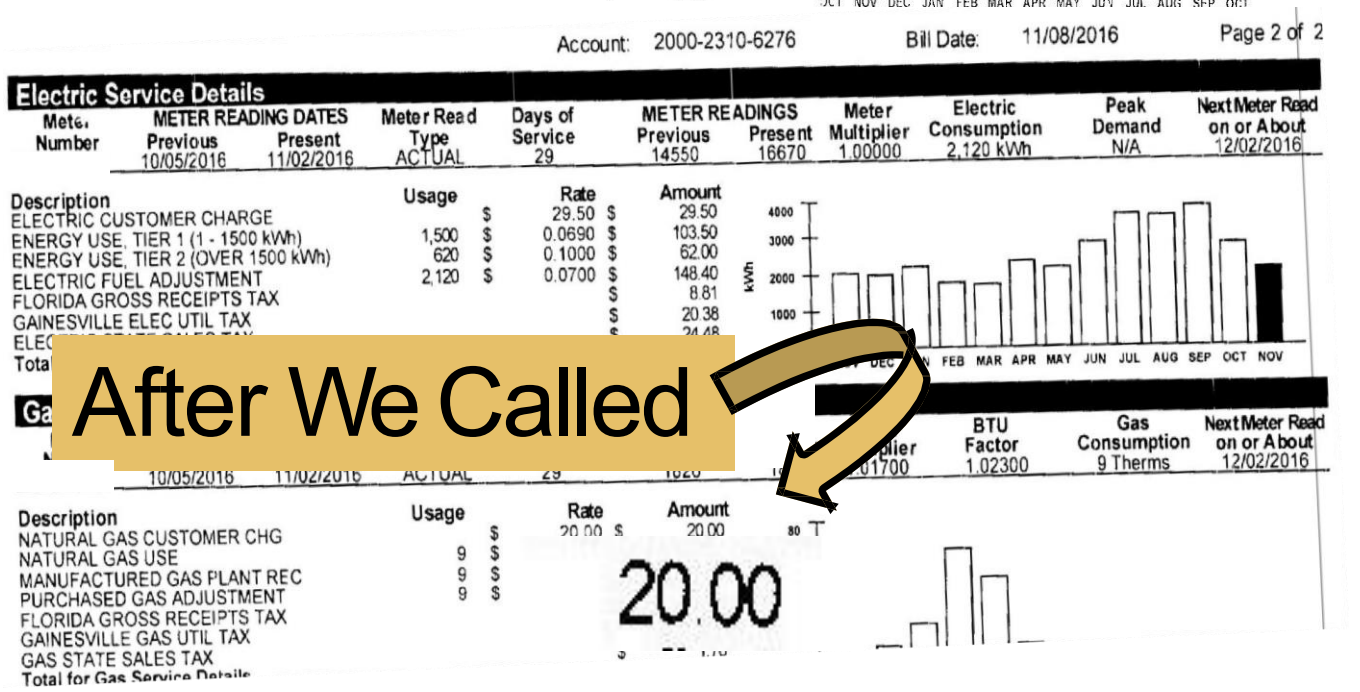
Refund Obtained

General Service: Small Commercial Natural Gas Rate

Rate Shifts can automatically save you money!

This customer installed a solar hot water heater, but was left on the wrong rate!





Water Leaks

GRU Letters of recognition of water leaks that resulted in a credit due to our expert opinion. Wastewater fees are not owed on water that leaks into the ground. Wastewater fees usually are imputed – not metered.

Why Pay GRU more for ANYTHING!

GAINESVILLE REGIONAL UTILITIES

Billing & Customer Solutions

Actual Letters: Identifying Info Deleted

$148.80

Re:

Dear Customer:

We are happy to learn that you have discovered the source of your water leak and that the problem has been corrected. A credit of $148.80 has been issued for your January 2016 billing statement.

If you have any questions, please contact Customer Service at (352) 334-3434 or email us at businesscenter@gru.com.

Sincerely,

Billing & Customer Solutions

Subject:

From: DiTomaso, Amber M
Sent: Tuesday, November 29, 2016 3:04 PM
To:
Subject:

Hi

We've issued a wastewater credit for 24 kgal of the 29 kgal billed on the Jan 2016 billing statement. The credit was based on the same time the previous year where the usage was 5 kgal. The $148.80 credit will apply to the $1,877.03 balanced owed and the customer will be responsible for the difference of $ 1, 728.23 that is due by 7pm today to avoid a late fee.

Thank you,

$148.80

Why Pay GRU more for ANYTHING!

Bill #1

Account:
Bill Date:

ACCOUNT SUMMARY
Current Month Charges:
Adjustments & Service Charges
Balance Forward:
TOTAL AMOUNT DUE

Cash Security Deposit on File is $0.00

SUMMARY OF SERVICES

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

Electric	$	3,317.50
Gas	$	328.07
Water	$	198.60
Wastewater	$	247.80
Lights and Poles	$	289.38
Total Utility Charge	$	**4,381.35**

CITY OF GAINESVILLE

Stormwater Fee 15.30 ERU	$	413.10
Total City Charge	$	**413.10**

TAXES AND SURCHARGES

Florida Gross Receipts Tax	$	99.54
Total Taxes and Surcharges	$	**99.54**

TOTAL CURRENT MONTH CHARGES $ **4,893.99**

ADJUSTMENTS & SERVICE CHARG

MISCELLANEOUS DEBIT	200.00
MISCELLANEOUS CREDIT	-148.80
TOTAL ADJUSTMENTS & SERVICE CHA	**51.20**

PREVIOUS BILL ACTIVITY

Previous Balance	$	1,877.03
Payment Amount (Date: 01/30/2017)	$	-3,443.05
Payment Amount (Date: 11/29/2016)	$	-1,877.03
BALANCE FORWARD	$	**-3,443.05**

AVERAGE DAILY CONSUMPTI

Service	Meter
DEMAND	
DEMAND	
DEMAND	
ELECTRIC	
ELECTRIC	
ELECTRIC	
GAS	
GAS	
GAS	
WATER	
WATER	
WATER	

AVERAGE TEMPERATURE (High/Low
MONTHLY RAINFALL (inches)

SERVICE AGREEMENT: Use or consu
shall constitute an agreement by the cor
of the City with regard to its utility servic
s and policies of this City and it

Credit for wastewater charge associated with water leak

Why Pay GRU more for ANYTHING!

Bill # 2

Cash Security Deposit on File is $0.00

SUMMARY OF SERVICES

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

Electric	$	2,212.50
Gas	$	171.32
Water	$	143.95
Wastewater	$	182.00
Lights and Poles	$	192.92
Total Utility Charge	$	**2,902.69**

CITY OF GAINESVILLE

Stormwater Fee 15.30 ERU	$	275.40
Total City Charge	$	**275.40**

TAXES AND SURCHARGES

Florida Gross Receipts Tax	$	65.01
City of Gainesville Utility Tax	$	65.88
Sales Tax	$	82.87
Total Taxes and Surcharges	$	**213.76**

TOTAL CURRENT MONTH CHARGES $ **3,391.85**

ADJUSTMENTS & SERVICE CHAR

MISCELLANEOUS DEBIT	200.00
MISCELLANEOUS CREDIT	-148.80
TOTAL ADJUSTMENTS & SERVIC	**51.20**

PREVIOUS BI

Previ	$	1,877.03

ount (Date: 11/29/2016)
ALANCE FORWARD

Residential Misclassified as Nonresidential

After my client was blown off by GRU for years, I demanded refunds of over $5,000. They were granted on the spot. More money was sadly left on the GRU alter of arrogance due to unfounded client fears of retaliation.

Refund Obtained

Why Pay GRU more for ANYTHING!

Actual Bill:
Identifying Info Deleted

Account:
Bill Date:

ACCOUNT SUMMARY

Current Month Charges:	$	102.60
Adjustments & Service Charges	$	1,219.06
Balance Forward:	$	-1,326.52
CREDIT DO NOT PAY	**$**	**4.86-**

SUMMARY OF SERVICES

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

Water	$	40.00
Wastewater	$	58.60
Total Utility Charge	$	**98.60**

TAXES AND SURCHARGES

City of Gainesville Utility Tax	$	4.00
Total Taxes and Surcharges	$	**4.00**

TOTAL CURRENT MONTH CHARGES	$	**102.60**

ADJUSTMENTS & SERVICE CHARGES

REVERSED PAYMENTS	$	111.08
REVERSED PAYMENTS	$	100.79
REVERSED PAYMENTS	$	90.51
REVERSED PAYMENTS	$	80.22
REVERSED PAYMENTS	$	90.51
REVERSED PAYMENTS	$	80.22
REVERSED PAYMENTS	$	90.51
REVERSED PAYMENTS	$	80.22
REVERSED PAYMENTS	$	80.22
REVERSED PAYMENTS	$	77.92
REVERSED PAYMENTS	$	47.84
WATER DEPOSIT REFUND	$	-120.00
REVERSED PAYMENTS	$	100.79
REVERSED LATE FEE	$	-1.18
REVERSED LATE FEE	$	-1.34
REVERSED LATE FEE	$	-1.20
REVERSED LATE FEE	$	-1.00
REVERSED PAYMENTS	$	102.59
REVERSED MONTHLY BILL	$	-205.20
REVERSED SECURITY DEPOSIT INTEREST	$	0.02
REVERSED PAYMENTS	$	102.59
REVERSED PAYMENTS	$	102.59
REVERSED PAYMENTS	$	90.51
SECURITY DEPOSIT INTEREST	$	-0.15
SECURITY DEPOSIT	$	120.00
TOTAL ADJUSTMENTS & SERVICE CHARGES	$	**1,219.06**

AVERAGE DAILY CONSUMPTION

Service	Meter	This Month	Last Month	Last Year
WATER		0.21	0.23	0.21
WATER		0.21	0.23	0.21
WATER		0.21	0.23	0.21
WATER		0.21	0.23	0.21
WATER		0.21	0.23	0.21
WATER		0.21	0.23	0.21
WATER		0.21	0.23	0.21
WATER		0.21	0.23	0.21
WATER		0.21	0.23	0.21
WATER		0.21	0.23	0.21
WATER		0.21	0.23	0.21
WATER		0.23	0.17	0.00
WATER		0.17	0.27	0.00
WATER		0.27	0.19	0.00
WATER		0.19	0.19	0.00
WATER		0.19	0.21	0.00
WATER		0.21	0.21	0.00
WATER		0.21	0.21	0.00
WATER		0.21	0.21	0.00
WATER		0.21	0.23	0.00
AVERAGE TEMPERATURE (High/Low)		66/39	66/43	70/48
MONTHLY RAINFALL (inches)		1.91	3.24	4.37

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 regard to its utility service, including, but not limited to prevailing ordinances and policies of this City and its departments.
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.

MESSAGES

CURRENT CHARGES INCLUDE CORRECTION(S) FOR PREVIOUS UTILITY CHARGES

THANK YOU FOR YOUR PAYMENT

Pay your GRU bill anytime, anywhere. Pay your bill instantly by credit card on the phone or online. Call 1-866-269-2881 or visit gru.com/pay.

Why Pay GRU more for ANYTHING!

Actual Bill: Identifying Info Deleted

GRU is not returning everyone's deposits. We can fix that for you.

Refund Obtained

ACCOUNT
Current Mon
Adjustments

CREDI

Cash Security Deposit on File is $590.00 **$590.00**

SUMMARY OF SERVICES

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

Electric	$	164.77
Gas	$	235.44
Water	$	50.60
Wastewater	$	46.20
Lights and Poles	$	76.81
Total Utility Charge	$	**573.82**

CITY OF GAINESVILLE

64 Gal Refuse Container # 64205894	$	27.00
Stormwater Fee 1 ERU	$	9.00
Total City Charge	$	**36.00**

TAXES AND SURCHARGES

Florida Gross Receipts Tax	$	17.54
City of Gainesville Utility Tax	$	34.61
Sales Tax	$	20.28
Total Taxes and Surcharges	$	**72.43**

TOTAL CURRENT MONTH CHARGES	$	**682.25**

ADJUSTMENTS & SERVICE CHARGES

MISCELLANEOUS CREDIT	$	
BALANCE TRANSFER	$	
MISCELLANEOUS CREDIT	$	
SECURITY DEPOSIT INTEREST	$	
TOTAL ADJUSTMENTS & SERVICE CHARGES	$	**-1,642.88**

-1,642.88

AVERAGE DAILY CONSUMPTION

Service	Meter	This Month	Last Month	Last Year
ELECTRI		42.38	43.76	52.21
GAS		8.69	12.17	10.14
WATER	372	0.41	0.48	0.32
AVERAGE TEMPERATURE (High/Low)		69/44	64/42	66/39
MONTHLY RAINFALL (inches)		4.12	2.73	1.91

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 regard to its utility service, including, but not limited to prevailing ordinances and policies of this City and its departments.
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.

MESSA

Irrigation ru . Businesses should irrigate on Tuesda ter-saving ideas visit gru.com/sa

Go paperle inders to see your amount du edule a payment on our secure web m/ebill.

Irrigation Backflow Preventers al part of any irrigation system. State and local laws require testin ement regularly. Visit gru.com/bfp for a list of appropriate bac ers, certified testers, and testing and replacement requirem

Why Pay GRU more for ANYTHING!

Actual Bill:
Identifying Info Deleted

Account:
Bill Date: 02/11/2016

ACCOUNT SUMMARY

Current Month Charges:	$	56.00
Adjustments & Service Charges	$	-630.08
Balance Forward:	$	223.89
CREDIT DO NOT PAY	**$**	**350.19-**

Cash Security Deposit on File is $0.00

SUMMARY OF SERVICES

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

Gas	$	33.04
Water	$	9.20
Wastewater	$	9.00
Total Utility Charge	$	**51.24**

TAXES AND SURCHARGES

Florida Gross Receipts Tax	$	1.20
City of Gainesville Utility Tax	$	3.56
Total Taxes and Surcharges	$	**4.76**

TOTAL CURRENT MONTH CHARGES	$	**56.00**

ADJUSTMENTS & SERVICE CHARGES

BALANCE TRANSFER	$	150.00
MISCELLANEOUS CREDIT	$	-630.08
WATER DEPOSIT REFUND	$	-150.00
TOTAL ADJUSTMENTS & SERVICE CHARGES	$	**-630.**

-630.08

PREVIOUS BILL ACTIVITY

Previous Balance	$	223.
BALANCE FORWARD	$	**223.89**

AVERAGE DAILY CONSUMPTION

Service	Meter	This Month	Last Month	Last Year
GAS		0.90	0.54	0.67
WATER		0.36	0.44	0.37
AVERAGE TEMPERATURE (High/Low)		64/42	77/57	66/43
MONTHLY RAINFALL (inches)		2.73	1.99	3.24

SERVICE AGREEMENT: Use or consumption of services rendered by this City shal nsumer with the City to abide by the rules of th ce, including, but not limited to prevailing ordi ts departments. A1. arges not paid by 7 P.M. on your due date. Serv ast due balances.

Refund Obtained

M

Pay your GRU me, anywhere. Pay your bill instantly by credit card on the phone Call 1-866-269-2881 or visit gru.com/pay.

Da g Time begins in March. Adjust your programmable thermostats an all lighting timers to be sure they are turning interior and exterior lig and off at appropriate times. See more tips at gru.com/saveenergybiz.

Do you want a networking solution that will grow with your business? GRUCom ns offers Internet, data transport, colocation and other es over a reliable, all-fiber platform. For more ote, call GRUCom at 352-334-3200 or visit

Outdoor Lighting

This Church is Paying over $6,000 per year to light the Parking Lot. This equals ½ of the bill for their sanctuary for this month.

GRU outdoor lighting contracts are seriously flawed and exploitive. The energy you are charged for is <u>estimated,</u> the rate charged is onerous, bundling of energy and rental fees results in over taxation, the contract becomes month-to-month after five(5) years, and so on.

We encourage all GRU customers to seriously examine charges for “lights & poles” that appear on the GRU Bill

Why Pay GRU more for ANYTHING!

Actual Bill: Identifying Info Deleted

Account:
Bill Date: 12/17/2015

Page 1 of 3

ACCOUNT SUMMARY

Current Month Charges:	$	2,134.17
Adjustments & Service Charges	$	0.00
Balance Forward:	$	0.00
TOTAL AMOUNT DUE	**$**	**2,134.17**

DUE BY 01/07/2016

Cash Security Deposit on File is $0.00

SUMMARY OF SERVICES

UTILITIES (See reverse for detail

Wrong Rates

Electric		04.10
Gas		75.16
Water		58.10
Wastewater	$	114.40
Lights and Poles	$	541.26
Total Utility Charge	$	**2,093.02**

TAXES AND SURCHARGES

Florida Gross Receipts Tax	$	41.15
Total Taxes and Surcharges	$	**41.15**

TOTAL CURRENT MONTH CHARGES	$	**2,134.17**

PREVIOUS BILL ACTIVITY

Previous Balance	$	2,619.71
Payment Amount (Date: 11/30/2015)	$	-2,619.71
BALANCE FORWARD	$	**0.00**

AVERAGE DAILY CONSUMPTION

Service	Meter	This Month	Last Month	Last Year
DEMAND		39.00	61.00	42.00
ELECTRIC		183.87	305.00	162.14
GAS		1.32	1.14	6.39
WATER		0.58	0.57	0.50
WATER		1.19	1.14	1.00
AVERAGE TEMPERATURE (High/Low)		76/54	84/63	70/46
MONTHLY RAINFALL (inches)		1.38	2.16	2.40

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 regard to its utility service, including, but not limited to prevailing ordinances and policies of this City and its departments.
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.

MESSAGES

THANK YOU FOR YOUR PAYMENT

If you smell natural gas at your business, 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.

550340 000001 1 2 3 0.0000

552.95

Continued From Previous Page

Description	Usage		Rate		Amount
400W HPS FLOOD LIGHT	10	$	12.7500	$	127.50
250W HPS GR CUTOFF LIGHT	10	$	12.0000	$	120.00
ELECTRIC FUEL ADJUSTMENT	2,670	$	0.0780	$	208.26
30FT WOOD POLE	10	$	4.5000	$	45.00
35FT CONCRETE POLE	6	$	6.7500	$	40.50
FLORIDA GROSS RECEIPTS TAX				$	11.69
Total for Light and Pole Details				$	**552.95**

Deposit Refunds

Why Pay GRU more for ANYTHING!

Actual Bill: Identifying Info Deleted

Before

Cash Security Deposit on File is $425.00

$425.00

SUMMARY OF SERVICES

UTILITIES (See reverse for d ... es.)

Electric		1,753.87
Gas		188.77
Water	$	51.55
Wastewater	$	71.00
Lights and Poles	$	55.31
Total Utility Charge	$	**2,120.50**

CITY OF GAINESVILLE

Stormwater Fee 15.30 ERU	$	137.70
Total City Charge	$	**137.70**

TAXES AND SURCHARGES

Florida Gross Receipts Tax	$	52.05
City of Gainesville Utility Tax	$	125.93
Sales Tax	$	140.63
Total Taxes and Surcharges	$	**318.61**

TOTAL CURRENT MONTH CHARGES	$	**2,576.81**

ADJUSTMENTS & SERVICE CHARGES

SECURITY DEPOSIT INTEREST	$	-0.03
TOTAL ADJUSTMENTS & SERVICE CHARGES	$	**-0.03**

PREVIOUS BILL ACTIVITY

Previous Balance	$	2,182.08
Payment Amount (Date: 08/19/2016)	$	-2,182.08
BALANCE FORWARD	$	**0.00**

Page 1 of 2

ACCOUNT SUMMARY

Current Month Charges:	$	2,576.81
Adjustments & Service Charges	$	-0.03
Balance Forward:	$	0.00
EFT PAYMENT DUE	$	**2,576.78** DUE BY 09/20/2016

AVERAGE DAILY CONSUMPTION

Service	Meter	This Month	Last Month	Last Year
DEMAND	E058436123	52.00	52.00	41.00
ELECTRIC	E058436123	367.23	297.55	348.00
GAS	G09K911105	7.20	4.76	5.34
WATER	W67692082	0.37	0.24	0.31
AVERAGE TEMPERATURE (High/Low)		93/73	94/72	91/72
MONTHLY RAINFALL (inches)		2.78	3.41	9.49

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 regard to its utility service, including, but not limited to prevailing ordinances and policies of this City and its departments.
A 1.5% late fee will be charged for new charges not paid by 7 P.M. on your due date.

Always know where electric, gas, water and telephone lines are ... injury or costly repairs. Call 811 before digging ... with highly visible water-based ...

Irrigation Backflow Preventers are a crucial part of any irrigation system. State

Refund Obtained

Why Pay GRU more for ANYTHING!

After We Called

Cash Security Deposit on File is $0.00

SUMMARY OF SERVICES

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

Electric	$	1,848.95
Gas	$	228.04
Water	$	105.45
Wastewater	$	157.80
Lights and Poles	$	55.31
Total Utility Charge	$	**2,395.55**

CITY OF GAINESVILLE

Stormwater Fee 15.30 ERU	$	137.70
Total City Charge	$	**137.70**

TAXES AND SURCHARGES

Florida Gross Receipts Tax	$	56.04
City of Gainesville Utility Tax	$	138.28
Sales Tax	$	149.86
Total Taxes and Surcharges	$	**344.18**

TOTAL CURRENT MONTH CHARGES	$	**2,877.43**

ADJUSTMENTS & SERVICE CHARGES

ELECTRIC DEPOSIT REFUND	$	-425.00
SECURITY DEPOSIT INTEREST	$	-0.04
TOTAL ADJUSTMENTS & SERVICE CHARGES	$	**-425.04**

PREVIOUS BILL ACTIVITY

Previous Balance	$	2,576.7
Payment Amount (Date: 09/19/2016)	$	-2,576.7
BALANCE FORWARD	$	**0.0**

Account: 2000-1747-2697 Page 1 of 2

Exhibit 15

ACCOUNT SUMMARY

Current Month Charges:	$	2,877.43
Adjustments & Service Charges	$	-425.04
Balance Forward:	$	0.00
EFT PAYMENT DUE	$	**2,452.39** DUE BY 10/24/2016

AVERAGE DAILY CONSUMPTION

Service	Meter	This Month	Last Month	Last Year
DEMAND	E058436123	53.00	52.00	40.00
ELECTRIC	E058436123	357.70	367.23	334.33
GAS	G09K911105	8.33	7.20	6.87
WATER	W67692082	0.76	0.37	0.37
AVERAGE TEMPERATURE (High/Low)		90/71	93/73	87/71
MONTHLY RAINFALL (inches)		8.42	2.78	7.04

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 regard to its utility service, including, but not limited to prevailing ordinances and policies of this City and its departments.
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.

MESSAGES

THANK YOU FOR YOUR PAYMENT

Daylight Saving Time ends in November. Adjust your programmable thermostats and check all lighting timers to be sure they are turning interior and exterior lights on and off at appropriate times.

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.

Go paperless. With eBill, you can get monthly email reminders to see your amount due, bill details and payment due date. Schedule a payment on our secure website. For details and sign up, visit gru.com/ebill.

-425.04

GRU Tax Abuse

Depending on your specific classifications, you could be exempt from some of the taxes that GRU tacks on to their monthly bill.

Understanding the taxes you are and are not responsible for can save you money and might even entitle you to a refund.

Actual Bill:
Identifying Info Deleted

This church was unlawfully being taxed by GRU when they should have been exempt.

Cash Security Deposit on File is $0.00

SUMMARY OF SERVICES

UTILITIES (See reverse for details about your ut

Electric		
Gas		
Water		
Wastewater		
Lights and Poles		
Total Utility Charge		

CITY OF GAINESVILLE

Stormwater Fee 4.80 ERU	$	9.59
Total City Charge	$	**9.59**

TAXES AND SURCHARGES

Florida Gross Receipts Tax	$	9.72
City of Gainesville Utility Tax	$	28.36
Sales Tax	$	29.49
Total Taxes and Surcharges	$	**67.57**

TOTAL CURRENT MONTH CHARGES	$	**564.36**

ADJUSTMENTS & SERVICE CHARGES

ELECTRIC DEPOSIT REFUND	$	-1,590.00
SECURITY DEPOSIT INTEREST	$	-0.01
TOTAL ADJUSTMENTS & SERVICE CHARGES	$	**-1,590.01**

PREVIOUS BILL ACTIVITY

Previous Balance	$	1,071.11
BALANCE FORWARD	$	**1,071.11**

of the City with regard to its utility service, including, but not limited to prevailing
departments.
ges not paid by 7 P.M. on your due date.
due balances.

28.36
29.49

t www.gru.com/waterreport. It
source and quality of your drinking
water. Your water met EPA drinking water standards.
To have a copy mailed, call (352) 393-1600 or return your entire bill with this checked box [ ] marked

Energy savings tip: Replace incandescent bulbs in exit signs with LEDs, and save about 90 percent on signage operating costs. If LEDs are not compatible with your current sign, a new sign could pay for itself within a year.

Energy savings tip: To save money, use smart power strips to regulate energy use on equipment such as computers, copiers and printers.

GRU can and will hit you with a *GRANDSLAM* of abuses. Our clients are prepared to fight back! This church had MANY problems with their bill:

Electric Bill

- Savings from switch to "Non-Demand" : $2,938.60 /annually
- Savings from proper tax billing : $63.89 /monthly
- Savings from multiple meter switch: $354.00 /annually

Gas Bill

- Electing to the small commercial Natural Gas rate savings: $260 /annually
- Savings from Proper tax billing : $37.31 /monthly

Total Savings with us:

$3,680.36 /Annually

Why not have **more** money for your good and much appreciated work?

QUESTIONS?

Jim Konish

Independent GRU Rate Analyst

Registered City Lobbyist and Attorney

Contact Me:

Email:

Jimkonishrentals@gmail.com

Phone: 352.871.4747