

► Understanding Your Bill

Monthly bills will reflect usage based on the read taken from your meter, which will vary from month to month depending on how much natural gas you use and the current cost of natural gas. Circumstances affecting your monthly bill include changes in the weather, the number and type of appliances you use, the amount of time you spend at home, and more.

The following is a brief explanation of the bill you will receive from FPU, and the charges approved by the Florida Public Service Commission (PSC).

1. **Previous Account Balance**—The amount owed from the previous bill, including any unpaid balances
2. **Less Payments**—Credits or unscheduled payments received during the last billing cycle
3. **Past Due Or Credit Balance**—Due immediately and subject to late fees, this represents the balance remaining after the scheduled date of payment

4. **Current Charges**—Should be paid before the 'Due Date' on each bill to avoid any late fees or penalties
5. **Current Charges Due On**—The date to pay the bill in order to avoid late fees and penalty fees
6. **Total NOW Due**—The total amount owed. Reflects all transactions occurring in a billing period including past due charges and late fees

FLORIDA PUBLIC UTILITIES

Account #: 0240436-6
Service Period: 01/31-03/02
Route: 000250

Page: [blurred]
Billing Date: [blurred]
Service Locat: [blurred]

Previous Account Balance	Less Payments	Past Due Or Credit Balance	Current Charges	Current Charges Due On	Total NOW Due
\$208.73	\$208.73CR	\$0.00	\$146.11	03/29/2011	\$146.11

- 7. **Current Reading**—Represents the current reading taken from the meter on the date indicated
- 8. **Previous Reading**—Subtracted from the current reading to determine the amount of consumption to be billed

- 9. **CCF's Used**—The amount of gas used when measured in CCF's (100 Cubic Feet)

- 10. **Multiplying Factor**—Converts the energy used to the billed energy units of therms (2.88 is the cubic feet in a therm)

Previous Account Balance	Less Payments	Past Due Or Credit Balance	Current Charges	Current Charges Due On	Total NOW Due	
\$537.85	\$537.85CR	\$0.00	\$293.11	04/07/2017	\$293.11	<p>* A Late Payment Fee will apply if amount due is greater than \$5.00 and is not paid by due date.</p> <p>** Past due balances are due immediately and subject to previous disconnect dates.</p> <p>** The APR for installment contracts is 18%.</p>

Meter Information - meter # 82155C	
Current Reading	0005945
Previous Reading	- 0005845
CCF's Used	= 100
Multiplying Factor	X 1.0705
Total Therms Used	= 107.05

Energy Usage		
	Last Year	This Year
Therms This Month	863	107
Therms/Day	29	3
Service Days	29	33

Amount Includes the following charges	
Customer Charge	90.00
Base Energy per therm	0.53153
Swing Service per therm	0.04520
Minimum charge	138.62

Current Account Activity	
Billing For	LT ARB91
Natural Gas Service Amount**	285.92
LV Transportation Admin Charge	4.50
Florida Gross Receipts Tax	2.69
TOTAL NATURAL GAS CHARGES	293.11
Total Current Charges	\$293.11

Florida Public Utilities provides a secure method for our customers to pay their bills on our website. Visit <http://www.fpuc.com/payments>

11. **Total Current Charges**—Includes other categories such as natural gas charges, contract, or other. This represents a total for all categories included in the bill
12. **Customer Charge**—A fixed amount used to cover the cost of your service, meter and billing. This charge is applied regardless of the quantity of natural gas you use and cannot be changed by FPU without approval from the Florida PSC
13. **Base Energy per therm**—A ‘per unit’ fixed cost used to cover the cost of distribution and conservation services. Assessed during each billing cycle without regard to your specific demand or energy consumption
14. **Swing Service Charge**—A ‘per unit’ cost used to cover the capacity charges associated with intrastate pipeline transportation. This charge applies only to customers who purchase their gas from a third party, natural gas marketer.

15. **Taxes & Fees**—Local, state, municipal and franchise taxes and fees determined by (and paid directly to) the State of Florida and/or the municipality in which you live
16. **Important FPU Messaging**—Be sure to look here every month for important messaging from FPU

Please Note:

- Transactions occurring after a billing period will be shown on the next bill
- Past due balances: A detailed explanation of charges is included on each bill you receive. Past due amounts will only be detailed in the first bill showing the past due amount; future related bills will show only the amount due

Contact our Customer Care Team at **800.427.7712** for more information.