

HOW TO READ MY BILL

The Summary Bill provides basic information about your monthly utility usage and other services.

The Summary Bill features:

1. One to two pages for the majority of residential and commercial customers;
2. A total charge for each utility service, including taxes;
3. Summary of additional charges;
4. Reading dates to and from for the billing period;
5. Energy use comparison chart – This chart can help your conservation efforts by showing how much energy you used during the current month compared to the past 12 months. Historical consumption charts for electric, gas or water services.

Section 1 - This section outlines basic information for your current bill and how to contact us:

June 2015	
Account Number::	123456-789111
Click2Gov (C2G) PIN#:	1234567890
Customer Name:	JOHN A DOE
Service Address:	123 W MAIN ST #201.
Bill Date: 6/29/15	Due Date: 7/20/2015

Last Bill Amount \$85.55
Payments, Thank You \$91.55

Customer Service/Utility Billing: (352) 728-9800
To Pay Bill: (352) 728-9810
8:00 a.m. - 4:30 p.m. Monday-Friday
www.leesburgflorida.gov
After Hour Utility Emergencies: (352) 728-9830



OFF CYCLE BILL
03-84

1. **Billing Month.** The month in which your bill is processed;
2. **Account Number.** Please refer to this number when contacting us, paying online or using our automated payment line;
3. **Click2Gov PIN** – online billing review and payment processing. Allows utility customer to view account details, payment history and make secure online payments;
4. **Service Address.** Location in which utilities are provided;
5. **Bill Date.** Date the bill is processed;
6. **Due Date.** Date this bill is due;
7. **Last Bill Amount.** This is the amount you owed as of your last bill;
8. **Payments** - Last Payment Amount as of billing date. You may verify the most recent payment and current balance through our automated telephone system at 352-728-9810 by using your account number located on your utility bill or telephone number. Visit www.leesburgflorida.gov our online website and login to your account to see your last payment;
9. **To Pay Bill** using automated service, dial 352-728-9810. You will need your account number located on your utility bill or telephone number. Please have your credit/debit card information readily available.

Section 2 - This section summarizes utility usage and charges as well as other billed services. The City of Leesburg combines all of your applicable services into one convenient bill:

	Days	Meter #	Mult	Units	Current Reading	Previous Reading	Consumption	Rate	Charge
ELECTRIC CUSTOMER CHARGE	32	EL54688568	1.0	KWH	6433.00	5881.00	552.00		\$13.18
BASE SALES							552.00	.094613	\$52.23
BULK POWER COST RES								.032000	\$17.66
TOTAL ELECTRIC CHARGES FOR 4/20/2015 - 5/22/2015									\$83.07
GAS CUSTOMER CHARGE	32	GA03462	1.0	CUFT	5984.00	5983.00	1.07		\$8.43
DELIVERY CHARGE								.541402	\$0.58
FUEL ADJ CHG NONTAX								.340000	\$0.36
FUEL ADJ CHG TAXABLE								.069065	\$0.07
*GAS CONSUMPTION = READING DIFFERENCE MULTIPLIED BY 1.07									
TOTAL GAS CHARGES FOR 4/20/2015 - 5/22/2015									\$9.44
SEWER RS - SEWER									\$24.34
TOTAL SEWER CHARGES									\$24.34
REFUSE GARBAGE RESIDENTIAL ROLL-OUT									\$18.27
TOTAL REFUSE GARBAGE CHARGES									\$18.27
STORM WATER RS - STORM WATER									\$3.52
TOTAL STORM WATER CHARGES									\$3.52
WATER WATER CUSTOMER CHG									\$9.10
*1 HCFT EQUALS 748 GALLONS									
TOTAL WATER CHARGES FOR 4/20/2015 - 5/22/2015									\$9.10
ADDITIONAL CHARGE(S) CONTINUED ON NEXT PAGE(S)									

	Days	Meter #	Mult	Units	Current Reading	Previous Reading	Consumption	Rate	Charge	
BASE SALES 5-8							2.00	1.184350	\$2.37	
*1 HCFT EQUALS 748 GALLONS										
TOTAL WATER CHARGES FOR 6/10/2015 - 6/25/2015									\$10.46	
FLORIDA GROSS RECEIPTS									\$0.24	
LEESBURG PUBLIC SERVICE TAX									\$2.15	
TOTAL TAX CHARGES									\$2.39	
TOTAL CURRENT AMOUNT	Service is Subject to INTERRUPTION ten(10) Calendar days from this date: 7/22/2015									\$54.01
BALANCE FORWARD									\$0.00	
TOTAL AMOUNT DUE									\$54.01	
CHARGES LISTED ABOVE INCLUDE CHARGE(S) ON PREVIOUS PAGE(S)										

If you dispute this bill please contact Customer Service at 352-728-9800 and if you are unable to resolve your dispute you are entitled, if you so request, to meet with a supervisor [or some other designated person the City may select for purposes of this notice] to discuss your complaints. The decision of the supervisor will be a final decision.

1. **Description of service.** Short description of each service billed;
2. **Days** - Number of days of reading for metered services. The number of days in a billing period may fluctuate due to weekends, holidays or changes in the date we read your meter. This may cause the total bill to vary even when the usage per day remains the same;
3. **Meter #** if applicable. Meter # matches each meter located at this service address;
4. **Units** – type of unit water or irrigation meter is calculated;
5. **Current Reading** for this billing period;
6. **Previous reading** from prior period;
7. **Consumption** - total consumption used for billing period. You may check this by reading your own meter. The reading you take will include any consumption you have used since we read your meter;
8. **Rate** listed for each service;
9. **Charge** - total charge for each service;
10. **Reading dates** to and from for the billing period if metered service;
11. **Total of current monthly charges.** This is the amount you owe for services already used plus any additional charges you may have incurred during the billing period (such as service charges, deposits, late payment charges, etc.). Please remit payment by the due date. Also consider

having your bills paid automatically through Auto Pay, see our website for information on how to enroll;

12. **Balance forward**, if applicable. This is the balance owed before new charges; if you have a previous balance on the account, please pay it immediately to avoid possible collection charges or other action. You may check your balance through our automated system by dialing 352-728-9810. Use your account number located on your utility bill or your telephone number to access the system;
13. **Total Amount Due**. This includes all previous and current charges owed on your account as of billing date.

For Residential Bills:

Service Customer Charge: This fixed, monthly charge covers some of the fixed costs associated with having metered service(s) such as electric, water or gas, including the cost of meters and meter reading, preparing and providing a bill, and other administrative costs. It is applicable whether or not consumption is used.

Single-phase Electric Service: A service consisting of two "hot" wires and a neutral. Most residential services are set up with single phase service (120/240 volts).

City Utility Tax: This charge is collected on behalf of a city, generally pursuant to a city ordinance. All taxes are remitted to the city requiring the tax for its use.

Under units you will find the following for the following services:

Base Sales: Amount of consumption multiplied by the respective rate.

Electric: Kilowatt-hours (kwh): A measure of energy that is equal to the amount of work done by 1,000 watts for one hour. Consumers are charged for electricity in cents per kilowatt-hour.

Bulk Power Cost: Adjusted based on costs to purchase power. Rate may change monthly. This is calculated on total electric consumption.

Water: HCFT: One (1) Hundred Cubic Feet (HCF) is equal to 748 gallons.
TGAL: Equals 1,000 gallons

For Commercial Bills:

Service Customer Charge: This fixed, monthly charge covers some of the fixed costs associated with having metered service(s) such as electric, water or gas, including the cost of meters and meter reading, preparing and providing a bill, and other administrative costs. It is applicable whether or not consumption is used.

Under units you will find the following for the following services:

Base Sales: Amount of consumption multiplied by the respective rate.

Electric: Kilowatt-hours (kwh): A measure of energy that is equal to the amount of work done by 1,000 watts for one hour. Consumers are charged for electricity in cents per kilowatt-hour.

Bulk Power Cost: Adjusted based on costs to purchase power. Rate may change monthly. This is calculated on total electric consumption.

Demand: Kilowatts (kw): Current meter demand read times meter multiplier equals the kilowatt demand reading for the billing period. High demand is usually associated with equipment start-up, which requires higher energy use than routine operations.

Water: HCFT: One (1) Hundred Cubic Feet (HCF) is equal to 748 gallons.

TGAL: Equals 1,000 gallons

Single-phase Electric Service: A service consisting of two "hot" wires and a neutral. Most residential services are set up with single phase service (120/240 volts).

Three-phase Electric Service: A service consisting of three "hot" wires and a neutral. Three-phase service can be many different voltages (for example: 120/208, 277/480 or higher primary voltages) and is most often used for commercial and industrial customers.

City Utility Tax: This charge is collected on behalf of a city, generally pursuant to a city ordinance. All taxes are remitted to the city requiring the tax for its use.

