



# Welcome to FCG



!  
IMPORTANT  
Safety  
Information  
Inside

Learn how to detect  
a gas leak.

# WELCOMING YOU TO FCG

Florida City Gas is happy to welcome you as a new customer and looks forward to delivering endless exceptional service and positive energy to you.

True to our belief that an informed customer is a happy customer, we offer the following guide as an informational source for almost everything you need to know about your energy service.

Keep this useful guide handy. For any questions or concerns, please do not hesitate to contact our Customer Care Team at [800.993.7546](tel:800.993.7546). Our Representatives will be more than happy to assist you.



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# Understanding Your Bill

1

## General account information

- Billing date:** Date your bill was issued.
- Account number:** Refer to this number if you contact Florida City Gas about your account.
- Next reading date:** Date next meter reading is scheduled to take place. A meter reading is a measurement of the consumption taken from the meter at a specific service address.

2


## Charges

- Previous account balance:** The sum of previous unpaid charges.
- Current charges:** Amount due for most recent month of service.
- Total account balance:** This is for services already used during the billing period plus any outstanding service charges, deposits or late payment fees incurred.

3

- Average daily usage:** Year-to-year comparison that illustrates the amount of natural gas used in therms.

**JOHN SMITH**  
123 MAIN ST.  
ANYWHERE, FL 12345



4045 NW 97th Ave  
Doral, FL 33178-2300

<b>1</b>	Billing Date May 28, 2020	Account Number 1234567	Next Reading Date Jun 23, 2020	Billing Type 801-801: RS-100 Residential
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**Previous Account Balance** \$71.44

**Total Current Charges - Utility** \$67.24

**Total Account Balance** **\$138.68**

**Detailed Current Charges - Utility**

801-801: RS-100 Residential

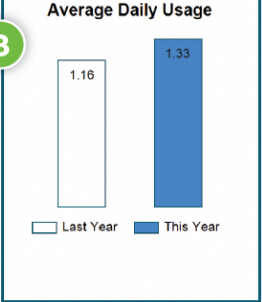
Svc Add: 123 Main St., Anywhere, FL 12345

**Charges: 04/21/20 - 05/23/20**

Basic Service Charge	\$15.00
Energy Charges: CRA: .00521 x 42.5 = \$0.22, Distribution: .40383 x 42.5 = \$17.16, ECCR: .13092 x 42.5 = \$5.56	\$22.94
PGA: Gas Cost: .00255 x 42.5 = \$0.11, WACOG: .50745 x 42.5 = \$21.57	\$21.68
SAFE Charge	\$1.05
Utility Tax	\$4.41
Gross Receipts Tax	\$2.16
<b>Total Current Charges - Utility</b>	<b>\$67.24</b>

**THIS IS NOT A BILL**  
**DO NOT PAY**

**Average Daily Usage**



□ Last Year    ■ This Year

Billing Inquiries? Call 1-800-993-7546

Please Pay This Amount By  
Jun 17, 2020  
\$138.68

Billing Period and Meter Readings										
Meter Number	Type of Reading	Billing Period	Days	Reading		Gas Usage (CCF)	Meter Multiplier	BTU Factor	Therms Billed	
3147671	Actual	04/21/05/23	32	Old	New	40	X	1	X	1.062 = 42.5

**THIS IS NOT A BILL**  
**DO NOT PAY**

Late Charge Reminder: Any balance not paid by the due date will be subject to a Late Payment Charge of \$5.00 or 1.5%, whichever is greater.

To Report a Gas Leak (24hr.) call 1-888-352-5325

floridacitygas.com

If paying by mail, return the portion below with your check or money order payable to Florida City Gas

JOHN SMITH  
123 MAIN ST.  
ANYWHERE, FL 12345



4045 NW 97th Ave  
Doral, FL 33178-2300

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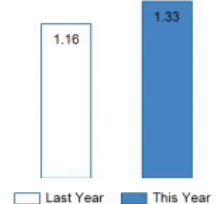
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Utility Tax \$4.41  
Gross Receipts Tax \$2.16  
Total Current Charges - Utility \$67.24

**Average Daily Usage**



Billing Inquiries? Call 1-800-993-7546

Please Pay This Amount By  
Jun 17, 2020  
\$138.68

**Billing Period and Meter Readings**

Meter Number	Type of Reading	Billing Period	Days	Reading		Gas Usage (CCF)		Meter Multiplier	BTU Factor	Therms Billed
3147671	Actual	04/21 05/23	32	2,814	2,854	40	X	1	X	1.062 = 42.5

Late Charge Reminder: Any balance not paid by the due date will be subject to a Late Payment Charge of \$5.00 or 1.5%, whichever is greater.

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floridacitygas.com

If paying by mail, return the portion below with your check or money order payable to Florida City Gas



4045 NW 97th Ave  
Doral, FL 33178-2300

**THIS IS NOT A BILL DO NOT PAY**

Total Amount Due	\$138.68	Please Pay by 06/17/20
Account # 1234567	Amount Enclosed	

**SAMPLE BILL**

JOHN SMITH  
123 MAIN ST.  
ANYWHERE, FL 12345

Florida City Gas  
P.O. Box 22614  
Miami, FL 33102

0012090001023294000000138680000013868000001386808

# Understanding Your Bill (Continued)

## 4 Detailed current charges

### a. Charges:

- » **Basic service charge:** A monthly charge that covers the basic fixed costs of providing you with natural gas service.
- » **Energy charges:** Billing components, aside from the cost of gas, associated with providing safe and reliable service.
- » **CRA (competitive rate adjustment):** Rates and charges set on an individual customer basis via a special contract. (not applicable to all customers)
- » **Distribution:** Charge to deliver natural gas to your location.
- » **ECCR (Energy Conservation Cost Recovery Charge):** Cost of programs designed to reduce electric demand and consumption.

b. **PGA (purchased gas adjustment):** The cost of natural gas purchased by FCG on behalf of its customers and passed through at actual cost. Includes administrative costs and the weighted average cost of gas (WACOG).

c. **SAFE Charge:** A PSC-approved program that improves safety and reliability by retiring existing rear easement steel residential utilities and replacing these with new advanced plastic utilities relocated to the front public right of way.


d. **Taxes and charges:** Taxes and fees may vary by area, with amounts established by local governing bodies. Florida City Gas collects these costs for distribution to the appropriate entities and does not profit from them. The amount is made up of the following charges: Franchise charge: Fee on a customer's natural gas bill that is collected by Florida City Gas and provided to the appropriate local municipality or county government. Gross receipts tax: A tax on a customer's natural gas bill that is paid to the State of Florida. Utility tax: A tax imposed by a municipality or county government on the sale of natural gas. Surtax: A surtax that is charged by many Florida counties. Sales tax: Tax levied by the State of Florida on the purchase of natural gas.

e. **Total current charges:** A sum of all of the items outlined above.

## 5 Please pay amount by: This is when payment for all charges is due. (21 days after invoice date)

- 6 a. **Billing period:** The service days included in this bill. Note that the number of days in a billing period may fluctuate due to weekends, holidays, or changes in the date we read your meter.
- b. **Therms billed:** A unit of heat measurement equal to 100,000 BTU. We calculate your bill based on how many therms of gas were used. BTU is the factor used to convert one hundred cubic feet of natural gas to therms.

More information about your bill is described on the image below, which is a sample of the back of your bill.

PAYMENT OPTIONS	DEFINITION OF TERMS	FEES AND CHARGES
<p><b>Go Paperless!</b> No matter how you pay, remember that you can always receive a secure email notification when your monthly bill is ready for viewing and paying. Visit <a href="http://floridacitygas.com">floridacitygas.com</a> to sign up today.</p> <p><b>MAIL</b> An envelope is included with your bill for your convenience. To help us credit your account quickly and accurately, please return the remittance coupon along with a check or money order. Be sure to include your account number for quick processing. Make your check or money order payable to Florida City Gas and send to: P.O. Box 22014, Miami, FL 33102.</p> <p><b>Note:</b> Mailed check payments authorize us to make a one-time electronic debit or debit re-authorization from your bank in the amount designated. Visit <a href="http://floridacitygas.com">floridacitygas.com</a> or call 800.993.7546 for more information.</p> <p><b>PHONE</b> Pay your bill by calling 800.993.7546 and follow the prompts. Note that our third party payment vendor charges a convenience fee.</p> <p><b>ONLINE</b> Visit <a href="http://floridacitygas.com">floridacitygas.com</a> and use your online savings, checking or credit card to pay. Note that our third party payment vendor charges a convenience fee.</p> <p><b>AUTOPAY</b> Our AutoPay Plan lets you pay your bill automatically through a direct debit from your bank or credit card account. It's fast and secure – and free to enroll and use.</p> <p><b>IN PERSON</b> For a list of walk-in payment locations, visit <a href="http://floridacitygas.com">floridacitygas.com</a> or call Customer Care at 800.993.7546.</p>	<p><b>Access:</b> In accordance with the regulations of the Florida Public Service Commission, Florida City Gas representatives shall be given access to the customer's premise at all reasonable times for the purpose of obtaining meter readings, inspection of piping and appliances and at all times for emergency purposes.</p> <p><b>Basic Service Charge:</b> A monthly charge that covers the basic fixed costs providing you with natural gas service.</p> <p><b>Cost of Gas:</b> The actual cost of the gas consumed. This is a direct pass-through; we earn no profit from this charge.</p> <p><b>Energy Charge:</b> This charge covers most operating costs, other than the cost of gas, associated with providing service.</p> <p><b>Utility Tax:</b> Fees paid to the applicable city/county government on the customer's purchase of gas. This tax is collected by us on behalf of the local government imposing the tax.</p> <p><b>Franchise Tax:</b> Fees paid to the applicable city/county government for the right or privilege to utilize public property for the purpose of supplying gas service. This tax is collected by us on behalf of the local government imposing the tax.</p> <p><b>Therm:</b> A unit of heat measurement equal to 100,000 BTU. We calculate your bill based on how many therms of gas were used.</p> <p><b>BTU Factor:</b> The factor used to convert CCF into therms.</p> <p><b>CCF:</b> One hundred cubic feet. This is the measurement used to determine usage.</p> <p><b>S.A.F.E. Program Charge:</b> This charge is for a PSC-approved program that improves safety and reliability by retiring existing rear easement steel residential utilities and replacing these with new advanced plastic utilities relocated to the front public right of way.</p>	<p><b>Service Charges for Orders Initiated by the Customer:</b> Additional charges apply for service outside regular business hours. For a detailed list of charges, see the Florida City Gas tariff on the Company's website: <a href="http://floridacitygas.com/tariffs-and-rates">floridacitygas.com/tariffs-and-rates</a>.</p> <p><b>Connect Charge:</b> There is an \$80 fee to initiate, connect or turn on your residential natural gas service, \$150 for commercial customers.</p> <p><b>Reconnect Charge:</b> There is a \$40 fee to restore your residential gas service, \$80 for commercial customers, following a disconnection for non-payment.</p> <p><b>Temporary Disconnect Charge:</b> There is a \$35 fee to temporarily disconnect residential or commercial service at a customer's request.</p> <p><b>Failed Trip Charge:</b> There is a charge of \$20 when a residential or non-residential customer fails to keep a scheduled appointment with us.</p> <p><b>Returned Check Fee:</b> For any check returned to us for insufficient funds, there is a fee of up to \$40 or 5% of the face amount, whichever is greater.</p> <p><b>Late Payment Charge:</b> There is a late payment fee of the greater of \$5 or 1.5% that will be applied to any balances unpaid after 20 days after receipt of billing.</p> <p><b>Bill Collection Fee:</b> There is a fee of \$25 if we must visit your home or business for the collection of past due bills. We will not accept cash payments in person or by mail.</p>
<p><b>ABOUT ESTIMATED BILLS</b> We make every attempt to read every meter on a scheduled basis. However, on those occasions when we are unable to obtain a reading, your account will be billed on an <b>ESTIMATED CONSUMPTION</b>. Estimated bills are based on past usage, or the usage of similar customers if you are a new customer. When an actual reading is obtained, we will adjust your account for any discrepancies between the actual and estimated consumption.</p>	<p><b>SERVICES AVAILABLE</b> <b>For appliance installation and repair referrals:</b> 888.248.9427. <b>Budget Payment Plan:</b> Allows you to spread your natural gas cost over 12 equal monthly payments. <b>Third Party Notice:</b> Allows you to designate a third party to be notified if your gas service is scheduled to be shut off for non-payment. <b>Payment Arrangements:</b> We will work with any customer experiencing a financial or personal hardship to help you continue receiving gas service.</p>	<p><b>HOW TO READ YOUR METER</b> To read your own meter, read the dials from the highest to the lowest quantity, generally from left to right. If the arrow falls between the numbers, record the lesser number (the number nine is less than zero). In the example below, the reading is 92084.</p> 
		<p><b>IMPORTANT PHONE NUMBERS</b> Report a Gas Leak (24 hours) ..... 888.352.5325 Customer Care For billing questions (Monday-Friday: 7 a.m.-6 p.m.) ..... 800.993.7546 Call Before You Dig ..... 811 For customer service concerns, you may also write to: P.O. Box 22014, Miami, FL 33102.</p>

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**Para preguntas o información en español, por favor llame a: 800.993.7546**

Contact our  
Customer Care Team at  
800.993.7546  
for more information.



# Making Payments

## What To Do When You Can't Pay Your Bill

If for any reason you cannot pay your energy bill on time, contact our Customer Care Team at 800.993.7546 immediately to avoid allowing the bill to become delinquent. Florida City Gas may be able to arrange special payment schedules for customers who need time to pay the entire bill. But remember, we can only help you if you let us know that you need help.

## Energy Assistance

At Florida City Gas, we believe there is more than a good way to do business; there is a right way. One of the ways we give back to the communities we live in and serve is by helping those who might need assistance in paying their natural gas bills – particularly in these challenging times.

The Energy Assistance program is available to assist eligible Florida City Gas customers in hardship situations including income-qualified seniors (over 55), disabled adults (SSA) and families in crisis.

The program provides qualifying households with monetary relief for their natural gas bills. Eligibility is based on several factors, including household size and income. Eligible customers can receive a one-time annual grant of up to \$85.00. Grant applications require approval.

Please call our customer service to apply.

## Budget Billing

Weather, fuel costs, new appliances and a variety of other factors can cause your FCG bill to fluctuate during the year. Budget Billing allows you to stabilize your monthly energy costs by paying the same amount each month—preventing spikes in your bill. You can enroll after your first year anniversary. FCG will calculate your monthly energy cost by averaging the amounts of your last 12 energy bills. We will review your bill fluctuations annually and adjust the budget billing amount as necessary.

## Disconnected Service

FCG will interrupt service if bills are not paid on time—but only as a last resort! If we do not hear from you prior to the bill becoming delinquent, an FCG Representative will process a service interruption. Our goal is to:

- Continue providing service to you, our valued customer. If service is disconnected due to late payment, we will require payment of past due amounts and/or deposit modifications may need to be paid before service is reconnected. In addition, a reconnection fee will apply.

## Customer Deposits

New customers may be required to provide a deposit before service is activated. Customers may be eligible for a refund after 23 months based upon payment history.

Note: Rates and deposit amounts may vary. Please call [800.993.7546](tel:800.993.7546) to activate your account.



Contact our Customer Care  
Team at 800.993.7546  
or visit us at  
[FloridaCityGas.com](http://FloridaCityGas.com)  
for enrollment details.

# Making Payments (Continued)

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We offer a wide variety of bill payment options for your convenience. So, before you make your next payment, here's some helpful information you should know.

## Online

Enjoy the convenience of managing your FCG account online by registering your account at [FloridaCityGas.com/new-register](http://FloridaCityGas.com/new-register). Pay your bill now by credit or debit card, using Speedpay®. A convenience fee of \$2.95 will be charged by Speedpay® to process this transaction. Florida City Gas does not receive any part of this fee and it is non-refundable.

## By Phone

You may pay by phone using your credit or debit card through our automated system. A convenience fee of \$2.95 will be charged by Speedpay®. Call us at 800.993.7546.

## Enroll in AutoPay

Safely and conveniently deduct your bill payment from your bank account or credit card each month for free. If it's your first time, log on to our customer portal. Then, you will be automatically redirected to Speedpay®, a third-party payment partner. By using AutoPay, you will automatically be enrolled in paperless billing. It may take one to two billing cycles for AutoPay to be set up on your account.

## Pay Through Your Bank

Pay your bill using your bank's online payment service. It may take three to five business days for us to receive your payment. Before submitting payment, make sure your account information is correct. Invalid or missing account information may delay payment.

Visit [floridacitygas.com/new-pay](http://floridacitygas.com/new-pay) for more on each payment method, or contact Florida City Gas at 800.993.7546 with any questions.

## By Mail

Mail your check or money order using the payment envelope in your monthly natural gas bill (please don't send cash), or mail the payment noting your account number to:

Florida City Gas, P.O. Box 22614, Miami, FL 33102

## In Person

Visit one of the many payment locations offered through our third-party partner, Western Union. Payments will be processed on the same business day. Please have your account number or bill available if making your payment in person. Western Union does not accept checks payments. A \$1.50 convenience fee is charged by Western Union to process your transaction. Florida City Gas does not receive any part of this fee, and it is non-refundable.

## Request a Payment Arrangement

Sometimes customers need a little more time to pay their natural gas bill. We try to be as flexible as possible. We offer payment arrangements for qualifying customers by temporarily extending the due date of their bills. Contact us at 800.993.7546 to speak with our customer service reps regarding payment arrangements.





# Natural Gas Safety

## Gas Characteristics

Natural gas is 30% lighter than air. If a leak occurs in an open area, natural gas will easily vent and dissipate into the atmosphere. When enclosed, natural gas will rise to the ceiling and fill the room from top to bottom.

## Florida City Gas Emergency Response

Florida City Gas has emergency services available 24 hours a day/7 days a week. Please leave the area and contact us immediately at 888.352.5325 if you recognize the following signs of a potential gas leak or other safety hazard:

- You smell a distinct 'rotten egg' odor
- A gas line has been broken or damaged
- You see blowing dirt or bubbling creeks or ponds
- You notice dead vegetation in an otherwise green area
- There are hissing sounds near a gas appliance or line

## SAFETY & RELIABILITY

The gas industry invests time and money into its natural gas pipelines and propane distribution systems to ensure safety and reliability. Natural gas has the safest record of all major transportation systems. Each year, the nationwide natural gas industry spends over \$6 billion on safety alone.

## How to Sense Danger

Natural gas is naturally odorless. A 'rotten egg' odorant is added so you and your family can detect even the smallest leak. Use our scratch n' sniff enclosed at the beginning of this book to teach everyone in your home or business to recognize the smell of danger—and be sure to take the following steps should someone suspect a leak:

1. Clear your home or business immediately.
2. Once safely outside, call your local Florida City Gas office to report a leak. (Or dial 911 once safely outside if you sense a more serious emergency)
3. Do not re-enter your home or business until an emergency responder or a Florida City Gas qualified service technician determines that it is safe to do so.



## ! DO NOT:

- Start your vehicle engine
- Use a cell phone or telephone until securely outside the location
- Smoke, light a match or do anything that can cause a spark which may result in an explosion or fire
- Turn on or off any electric switches
- Ring the doorbell or open any garage doors

# Natural Gas Safety (Continued)

## Hurricanes Or Inclement Weather

- Move or secure all loose items (grills, patio furniture, etc.) which can blow into—and cause needless damage to—your home or gas meter
- Do not shut off your gas supply at the meter. If you must evacuate your home or business, leave your natural gas supply on. You can shut off the gas supply at each appliance. (Only authorized utility or emergency personnel should turn your meter valve on or off)
- In the unlikely event your natural gas service is interrupted, please do not attempt to turn your natural gas back on
- Do not operate gas appliances or controls you suspect have been flooded or damaged
- In the rare event you lose natural gas service, be sure to contact Florida City Gas to have our trained technicians safely turn your gas back on. You can also call Florida City Gas to relight your pilot lights and inspect your appliances to ensure they are in proper working condition. (All Florida City Gas personnel carry ID to be presented upon request)
- Do not remove fallen trees or do any digging without calling 811 to locate your utility lines and Florida City Gas to locate your fuel lines
- Keep away from any loose, dangling or drowned power lines and report them immediately
- Drive only when necessary, avoiding any flooded roads, fallen objects, weakened walls/bridges and other traffic hazards

## Storm Safety for Specific Appliances

Many natural gas appliances continue to operate when the power goes out. However, certain manufacturers and models feature 'safety valves' that will automatically discontinue the flow of natural gas in the event of a power outage. Consult your user's manual for specific operating instructions and guidelines, important safety features, and more. Or contact your local Florida City Gas office and we will do our best to assist you.

Please Note: Following a storm, our crews first respond to emergency calls, but will be happy to assist you with your appliances once public safety is secured.

## Call 811 Before You Dig

Whether you are about to plant a tree or remove a fallen one, you **MUST** call 811 before you dig to avoid hitting underground utility lines—which are shallower than many people realize. Do not risk losing your utility services, injury or worse! Before you pick up a shovel, pick up a phone and call 811. We will be there to mark our lines within a few business days—at no charge to you. Contact Florida City Gas for more information and for help in locating your fuel lines.



## REMEMBER

Leave the area and call **888.352.5325** immediately if:

- Your meter or service is damaged in any way, which would be an extremely unlikely event
- A gas line has been broken or damaged
- You smell a distinct 'rotten egg' odor



## Preventative Safety Measure— Your Fuel Line

Florida City Gas maintains the buried gas piping from the main to the meter but does not maintain the customer's buried gas piping after the meter. Buried piping that you do not properly maintain may be subject to the potential hazards of corrosion and leakage. Buried gas piping should be:

- Periodically inspected for leaks
- Periodically inspected for corrosion if the piping is metallic
- Repaired if any unsafe condition is discovered

Also, when excavating near buried gas piping, the piping needs to be located in advance, and the excavation should be done by hand. Call 811 before you dig and we will be there within a few business days to locate your utility lines at no charge to you. Call Florida City Gas to locate your fuel lines.



**Know what's below.  
Call before you dig.**

## Carbon Monoxide (CO)

If your home or business has gas appliances installed, Florida City Gas recommends the installation of a CO monitor. Carbon monoxide is a colorless, odorless and tasteless gas that is toxic to humans and animals when encountered in concentrations above approximately 35 ppm. CO is a result of incomplete gas combustion.



## HomeServe® – an FCG Preferred Partner

Protect your home and your budget from the high cost and hassle of unexpected repairs. Consider HomeServe—a leading provider of emergency home repair programs nationwide—offering optional protection plans to FCG eligible customers.

### Service offerings\* include:

#### Gas Line Coverage

as low as \$4.99/mo

#### Water Heater Repair and Replacement Plan

as low as \$9.99/mo. \$4.99/mo

#### Interior Plumbing and Drainage System Coverage

as low as \$12.99/mo

#### Exterior Water Service Line Coverage

as low as \$5.49/mo

#### Exterior Sewer/Septic Line Coverage

as low as \$9.99/mo

### Who is HomeServe?

HomeServe is a leading provider of home repair solutions serving over 4.5 million customers across North America.

\*Contact Florida City Gas for eligibility requirements, exclusions, terms and conditions.



# Rebates & Other Programs

## Conservation Programs

The increased use of natural gas helps to protect the environment. It also helps to conserve Florida's precious energy resources—guiding us toward a cleaner, more secure energy alternative.

FCG's natural gas rebates and incentives are available to offset the initial expense of installing natural gas, making it an easier choice for more homes and businesses—and encouraging its use throughout Florida.

## RESIDENTIAL REBATES

Conserve energy and earn up to the rebate amounts to the right when you replace non-gas appliances—or upgrade old gas appliances—with new natural gas appliances.



Rebate of up to  
**\$675**

### Tankless water heater:

- ▶ Endless hot water on demand
- ▶ Expected appliance lifespan of up to 20 years
- ▶ Can cut energy consumption by 30 percent

Rebate of up to  
**\$725**



### Furnace:

- ▶ Lower heating bills
- ▶ Produces air that feels warmer to the skin than air from a heat pump
- ▶ More efficient and reduces operating costs



Rebate of up to  
**\$500**

### Standard tank water heater\*:

- ▶ Provides more hot water faster than non-gas water heaters
- ▶ Approximately 1/3 the energy cost
- ▶ Severe weather ready

Rebate of up to  
**\$200**



### Range:

- ▶ Provides precision heat control, and instant on-off
- ▶ Preferred by 9 out of 10 professional chefs
- ▶ Storm reliable



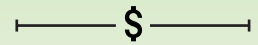
Rebate of up to  
**\$150**

### Dryer:

- ▶ Clothes dry much faster in a gas dryer versus an electric dryer
- ▶ More economical

Rebates are subject to program terms and conditions. \*A water heater must meet the Energy Star Certified criteria to qualify for a high-efficiency rebate. \*\*The Service Reactivation rebate requires a minimum of 24 months of inactivity and the purchase of a new natural gas water heater.

Ready to start saving? Your rebate is waiting!



Visit  
[FloridaCityGasRebates.com](http://FloridaCityGasRebates.com)  
or call  
888.CITY.GAS  
today.



### Reactivation Bonus\*\*:

If your residential natural gas service has been inactive for at least 12 months, you can receive an additional \$200 rebate.

# Rebates & Other Programs

## COMMERCIAL REBATES

Conserve energy at your business, reduce operational costs and earn rebates up to the following amounts when you include qualifying natural gas equipment!

Commercial APPLIANCE	Maximum REBATE*
TANK-STYLE WATER HEATER	\$2,000
TANKLESS WATER HEATER	\$2,500
RANGE/OVEN	\$1,500
FRYER	\$3,000
DRYER	\$1,500

\* Rebate and incentive restrictions may apply. Contact FCG for additional qualifying details and incentives.

## NATURAL GAS PREFERRED CONTRACTORS

FCG's Natural Gas Preferred Contractors is a network of trusted third-party businesses and independent contractors that help us provide our customers with the best possible energy savings and service.

- Get connected to reputable third-party professionals that meet the licensing and insurance requirements in the natural gas industry.
- Enjoy superior ease and convenience when you work with Florida City Gas as your primary point-of-contact for your repair and service needs.
- Visit [FloridaCityGas.com/FindContractor](http://FloridaCityGas.com/FindContractor) today to view a complete list of FCG Preferred Contractors.



Ready to Apply for Rebates? Visit Our Online Rebate Center.

- Apply for rebates online using our Online Rebate Center. Here you can submit your rebate information online, track rebate status and enjoy other convenient features.
- Visit our Rebate Center today at [FCGRebates.com](http://FCGRebates.com)

Please contact Florida City Gas for more complete details regarding rebate categories, industry definitions and other factors that may influence rebate amounts and eligibility.





# Luxury Outdoor Amenities



## Outdoor lights/tiki torches:

- ▶ Provide soft glowing light without the harsh glare of non-gas lights
- ▶ Help repel insects
- ▶ Improve home security
- ▶ Stay on—even when the power goes out



## Chimineas/patio heaters

- ▶ Heat up to a 20-foot radius
- ▶ Cost less to operate than their non-gas counterparts
- ▶ Patio heaters can be located almost anywhere, with post mount, suspension and portable models available



## Indoor/outdoor fireplaces:

- ▶ Require none of the chopping, hauling or cleanup of wood
- ▶ Provide flames that turn on with the touch of a button
- ▶ Run on pennies an hour & emit far less pollutants than traditional fireplaces



## Natural gas grills

- ▶ Provide instant on/off, which enables grilling without the wait
- ▶ Eliminate the need to fill tanks, buy charcoal and clean up ashes
- ▶ Up to \$200 rebate on fixed grills



## Pool/spa heaters:

- ▶ Provide up to 4 times greater heating power than non-gas pumps; offering the most effective way to maintain ideal water temperatures
- ▶ Cost up to 2 1/2 times less to operate than their non-gas counterparts
- ▶ Models are up to 97 percent energy efficient and warm the water twice as fast as non-gas heaters\*



## Generators:

- ▶ Automatically turn on within seconds of a power outage providing emergency electrical power
- ▶ Eliminate the need to buy and store fuel
- ▶ Most emergency generators do not require any preparation prior to a storm



# Conserving Energy

## Energy-Saving Tips

Every time you use your energy-efficient appliance(s), you are conserving energy. Read the following everyday tips and see how you can start saving even more!



### WATER HEATING:

- Set the temperature on your water heater to 120 degrees
- Run your dishwasher only when it is full
- Change your washing machine's temperature setting from hot to warm and cut the 'energy use per load' in half
- Take 5-10 minute showers rather than baths

### COOKING:

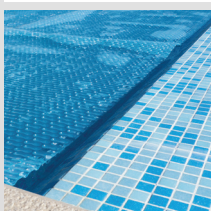
- Cover pots and pans when bringing water to a boil
- Clean your cooktop thoroughly and often
- Avoid opening the oven while cooking

### CLOTHES DRYING:

- Clean your dryer's lint filter after each and every load
- Dry consecutive loads of clothing to take advantage of retained heat
- Let clothes 'air dry' when possible

### CLIMATE CONTROL:

- Keep your thermostat set at 78 degrees in the summer and 68 degrees in the winter
- Clean or replace dirty A/C and/or furnace filters every couple of months
- Turn on ceiling fans to enjoy an additional 3 degrees of cooling power while taking an energy load off the AC (but don't forget to turn off your fan when you leave the room!)
- Close window blinds when it's hot and keep them open when it's not



### MISCELLANEOUS:

- Use energy-saving light bulbs and turn off lights every time you leave the room
- When purchasing new appliances, choose those featuring the ENERGY STAR® label
- Turn off TVs, computers and any other appliances that aren't in use, with the exception of your refrigerator
- Run your pool pump for a span of 8 hours when the water temperature is higher than 70 degrees, and for 6 hours when it's below 70 degrees
- Cover your pool when it's not in use, which can save you up to 50% on pool heating costs

### Additional Info

Florida City Gas invites you to visit [floridacitygas.com](http://floridacitygas.com) to find more information and instructions on:

- Transferring your natural gas service
- Reading your meter
- And virtually anything that has to do with FCG!

Or call 800.993.7546 to receive additional details and/or guidance over the phone.

