

4045 NW 97th Ave  
Doral, FL 33178-2300

3

Previous Account Balance	
Total Current Charges - Utility	
<b>Total Account Balance</b>	

801-801: RS-100 Residential  
Svc Add: 123 Main St., Anywhere, FL 12345  
**Charges: 04/21/20 - 05/23/20**

\$15.00  
\$22.94  
\$21.68  
\$1.05  
\$4.41  
\$2.16  
**\$67.24**

Category	Last Year	This Year
1.6	1.16	1.33

Billing Inquiries? Call 1-800-993-7546

Welcome to your new, simple and secure customer service experience. You have a new account number. Visit [floridacitygas.com/new-experience](http://floridacitygas.com/new-experience) for more details.

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.

**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

4045 NW 97th Ave  
Doral, FL 33178-2300

Total Amount Due	\$138.68	Please Pay by 06/17/2
Account # 1234567	Amount Enclosed	

THIS IS NOT A BILL DO NOT PAY

# SAMPLE BILL

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

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

0012090001023294000000138680000013868000001386800

## Understanding your bill

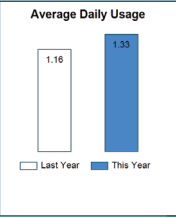
1. **Customer's mailing address:** Location where your bill is mailed.
2. **General account information**
  - a. **Billing date:** Date your bill was issued.
  - b. **Account number:** You have a new account number that is a unique identifier for the customer at this address. Refer to this number if you contact Florida City Gas about your account.
  - c. **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.
  - d. **Invoice number:** This is a unique identifier for the current statement.
  - e. **Billing type:** Determines how the bill is calculated for this account.
3. **Charges**
  - a. **Previous account balance:** The sum of previous unpaid charges.
  - b. **Current charges:** Amount due for most recent month of service.
  - c. **Total account balance:** This is for services already used during the billing period plus any outstanding service charges, deposits or late payment fees incurred.
4. **Average daily usage:** Year-to-year comparison that illustrates the amount of natural gas used in therms.
5. **Service address:** Location where natural gas service is being provided.
  - a. **Charges:**
    - » Basic energy 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.

JOHN SMITH  
123 MAIN ST.  
ANYWHERE, FL 12345



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Billing Date	Account Number	Next Reading Date	Invoice Number	Billing Type
May 28, 2020	1234567	Jun 23, 2020	215656	801-801: RS-100 Residential
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
Total Current Charges - Utility				\$67.24



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SAMPLE BILL

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123 MAIN ST.  
ANYWHERE, FL 12345

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

0012090001023294000000138680000013868000001386800

# Understanding your bill

- Customer service phone number if you have billing inquiries:** You can complete many important tasks online at [FloridaCityGas.com](http://FloridaCityGas.com) or you can call us.
- Bill messages:** Important information for the benefit our customers.
- Please pay amount by:** This is when payment for all charges is due. (21 days after invoice date)
- Billing period and meter reading:**
  - Meter number:** Unique identifier associated with your natural gas bill.
  - Type of reading:** Describes whether an actual or estimated meter read was taken.
  - 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.
  - 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 to your right, which is a sample of the back of your bill.

## PAYMENT OPTIONS

**Go Paperless!** 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 [floridacitygas.com](http://floridacitygas.com) to sign up today.

### MAIL

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 22614 Miami, FL 33102.

Note: Mailed check payments authorize us to make a one-time electronic debit or debit re-presentment from your bank in the amount designated. Visit [floridacitygas.com](http://floridacitygas.com) or call 800.993.7546 for more information.

### PHONE

Pay your bill by calling 800.993.7546 and follow the prompts. Note that our third party payment vendor charges a convenience fee.

### ONLINE

Visit [floridacitygas.com](http://floridacitygas.com) and use your online savings, checking or credit card to pay. Note that our third party payment vendor charges a convenience fee.

### AUTO-PAY

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.

### IN PERSON

For a list of walk-in payment locations, visit [floridacitygas.com](http://floridacitygas.com) or call Customer Care at 800.993.7546.

## ABOUT ESTIMATED BILLS

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 ESTIMATED CONSUMPTION. 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.



## DEFINITION OF TERMS

**Access:** 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.

**Basic Service Charge:** A monthly charge that covers the basic fixed costs providing you with natural gas service.

**Cost of Gas:** The actual cost of the gas consumed. This is a direct pass-through; we earn no profit from this charge.

**Energy Charge:** This charge covers most operating costs, other than the cost of gas, associated with providing service.

**Utility Tax:** 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.

**Franchise Tax:** 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.

**Therm:** A unit of heat measurement equal to 100,000 BTU. We calculate your bill based on how many therms of gas were used.

**BTU Factor:** The factor used to convert CCF into Therms.

**CCF:** One hundred cubic feet. This is the measurement used to determine usage.

**S.A.F.E. Program Charge:** This charge is for a PSC-approved program that improves safety and reliability by retiring existing non-examined steel residential utilities and replacing these with new advanced plastic utilities relocated to the front public right of way.

## SERVICES AVAILABLE

**For appliance installation and repair referrals:** 888.352.5325

**Budget Payment Plan:** Allows you to spread your natural gas cost over 12 equal monthly payments.

**Third Party Notice:** Allows you to designate a third party to be notified if your gas service is scheduled to be shut off for non-payment.

**Payment Arrangements:** We will work with any customer experiencing a financial or personal hardship to help you continue receiving gas service.

## FEES AND CHARGES

**Service Charges for Orders Initiated by the Customer:** 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: [floridacitygas.com/tariffs-and-rates](http://floridacitygas.com/tariffs-and-rates)

**Connect Charge:** There is an \$50 fee to initiate, connect or turn on your residential natural gas service, \$150 for commercial customers.

**Reconnect Charge:** There is a \$40 fee to restore your residential gas service, \$80 for commercial customers, following a disconnection for non-payment.

**Temporary Disconnect Charge:** There is a \$35 fee to temporarily disconnect residential or commercial service at a customer's request.

**Failed Trip Charge:** There is a charge of \$20 when a residential or non-residential customer fails to keep a scheduled appointment with us.

**Returned Check Fee:** 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.

**Late Payment Charge:** 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.

**Bill Collection Fee:** 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.

## HOW TO READ YOUR METER

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 #2584.



## IMPORTANT PHONE NUMBERS

Report a Gas Leak (24 hours) 888.352.5325

Customer Care 800.993.7546

For billing questions (Monday-Friday: 7 a.m.-8 p.m.)

Call Before You Dig 811

For customer service concerns, you may also write to: P.O. Box 22614, Miami, FL 33102.



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