

# Knowledge Is Power Understanding Your Bill

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**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 Florida City Gas (FCG), and the charges approved by the Florida Public Service Commission (PSC).

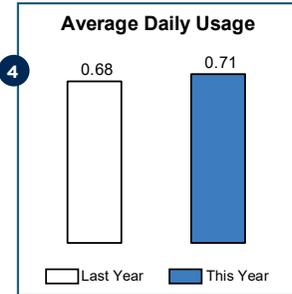
**1 FCG CUSTOMER**  
1234 SAMPLE DRIVE  
PORT ST LUCIE, FL 34987



P.O. Box 658  
Dover, DE 19903-0658

<b>2</b>	Billing Date Feb 02, 2026	Account Number 200000000000	Next Reading Date Mar 03, 2026	Billing Type RS-100 Residential
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Previous Account Balance	\$148.99
Installment	\$29.80
<b>3</b> Late Payment Charge	\$5.00
Payment - Thank You!	(\$148.99)
Total Current Charges - Utility	\$71.01
<b>Total Account Balance</b>	<b>\$105.81</b>



**5 Detailed Current Charges - Utility**  
RS-100 Residential  
Svc Add: 1234 SAMPLE DR., PORT ST LUCIE, FL 34987  
Charges: 12/31/25 - 01/29/26

Basic Service Charge	\$19.00
Energy Charges: CRA: .00363 x 21.22 = \$0.08, Distribution: .57421 x 21.22 = \$12.18, ECCR: .13265 x 21.22 = \$2.81	\$15.07
PGA: Gas Cost: .00635 x 21.22 = \$0.13, WACOG: 1.26365 x 21.22 = \$26.81	\$26.94
SAFE Charge	\$8.70
Gross Receipts Tax	\$1.30
<b>Total Current Charges - Utility</b>	<b>\$71.01</b>

**Payment Arrangement**

Payment Arrangement Installment (2 of 6)	\$29.80
Payment Arrangement Balance	\$119.19
<b>7 Payment Arrangement</b>	<b>\$29.80</b>

**8** Earn rebates when upgrading or replacing natural gas appliances! Learn more at: [FloridaCityGasRebates.com](http://FloridaCityGasRebates.com)

**9**  
Please Pay This Amount By  
Feb 23, 2026  
\$105.81

**10**

Billing Period and Meter Readings											
Meter Number	Type of Reading	Billing Period	Days	Reading		Gas Usage (CCF)	Meter Multiplier		BTU Factor	Therms Billed	
				Old	New		X	X			
22T825675	Actual	12/31 01/29	30	425	445	20	X	1	X	1.061 = 21.22	

Invoice Number: 881700052996

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.

**6** Customer Service call 1-800-993-7546. To report a gas leak (24hr.) call 1-888-352-5325. [floridacitygas.com](http://floridacitygas.com)

1 - Continued



Contact our Customer Care Team at 800.993.7546 or visit [floridacitygas.com/customer-care](http://floridacitygas.com/customer-care) for more information.

We strive to conform to ADA guidelines to ensure accessibility for all users. If you experience issues, please contact us at [accessibility@chpk.com](mailto:accessibility@chpk.com) for assistance.

# Understanding Your Bill

CONTINUED

- 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.
- 6 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.
  - 7 PAYMENT ARRANGEMENT** - An agreed-upon installment plan that allows a customer to pay down a past-due balance over time.
  - 8 BILL MESSAGES** - Important information for the benefit our customers.
  - 9 PLEASE PAY AMOUNT BY** - This is when payment for all charges is due. (21 days after invoice date)
  - 10 BILLING PERIOD AND METER READING:**
    - a. METER NUMBER** - Unique identifier associated with your natural gas bill.
    - b. TYPE OF READING** - Describes whether an actual or estimated meter read was taken.
    - c. 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.
    - d. 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.



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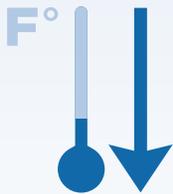


# How Weather Affects Your Energy Bills and What You Can Do About It

Extreme weather can significantly impact your energy bills, because your energy use increases as your home works harder to maintain comfort. But there are steps you can take to keep your energy usage — and your bills — in check!



## Tips to Lower Your Energy Bills



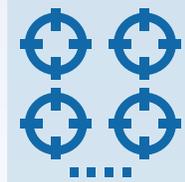
### OPTIMIZE WINTER HEATING EFFICIENCY:

- › Set your thermostat wisely (68°F when home and lower it when sleeping or away).
- › Weatherize around doors and windows to prevent heat loss and ensure your attic, walls and floors have sufficient insulation to retain heat more effectively.



### REDUCE HOT WATER USAGE:

- › Lower your water heater temperature to 120°F and wash clothes in cold water.
- › Keep hot showers short as possible and use low-flow showerheads to lower water heating costs.



### BE ENERGY SMART:

- › Save with energy-efficient natural gas appliances.
- › Layer warm clothing to stay comfortable indoors with a lower thermostat setting.

## Need More Help?

- 1. Payment Assistance:** If you're still facing challenges, we offer assistance programs to help you manage your bills. Learn more: [chpkgas.com/customer-care/manage-my-account/ways-to-pay/](http://chpkgas.com/customer-care/manage-my-account/ways-to-pay/)
- 2. Payment Extension:** Need more time to pay your bill? For expanded billing and payment options, call **800.993.7546**. All extensions must be requested before the bill due date. Extensions are limited to five business days.



Visit [floridacitygas.com](http://floridacitygas.com) to learn more about weather and energy use's impact on monthly bills, ways to pay and assistance, plus additional energy-saving tips!

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