

Knowledge Is Power Understanding Your Bill



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 Public Utilities and the charges approved by the Public Service Commission (PSC).**

Monthly bills will reflect usage based on the read taken from your meter, which will vary from month to month depending on how much energy you use and the current cost of natural gas.

HOW TO READ YOUR FLORIDA PUBLIC UTILITIES NATURAL GAS BILL

ACCOUNT SUMMARY

- A CURRENT SERVICE PERIOD** - This is the date range of energy usage included on this bill.
- B PREVIOUS AMOUNT DUE** - The amount owed from the previous bill, including any unpaid balances.
- C LATE PAYMENT CHARGE** - Any balance not paid by the due date is subject to a charge of \$5 or 1.5%, whichever is greater.
- D PAYMENTS RECEIVED SINCE LAST STATEMENT** - Credits or payments received during the last billing period.
- E CURRENT MONTH'S CHARGES** - The amount charged for the current billing period.
- F AMOUNT DUE** - This is the amount you owe on this bill. This includes: the previous balance; payment(s) made toward that balance; any unpaid balance forward from the prior month's bill; your current month's bill amount; and your current balance.
- G MONTHLY USAGE** - A month-over-month comparison of your bill, reflecting the number of therms used per month and the average daily temperature for each month.



Service For:
1234 SAMPLE DRIVE
LOXAHATCHEE FL 33470

Statement Date: May 07, 2026

Contact Numbers
Customer Care: 800.427.7712

Account Summary

A Current Service Period:	April 08, 2026-May 06, 2026
Billing Type:	Residential
B Previous Amount Due	\$467.13
D Payment(s) Received Since Last Statement	(\$467.13)
E Current Month's Charges	\$65.78
F Amount Due by June 05, 2026	\$65.78



C Late Charge Reminder: Any balance not paid by the due date will be subject to a Late Payment Charge of \$5 or 1.5%, whichever is greater.

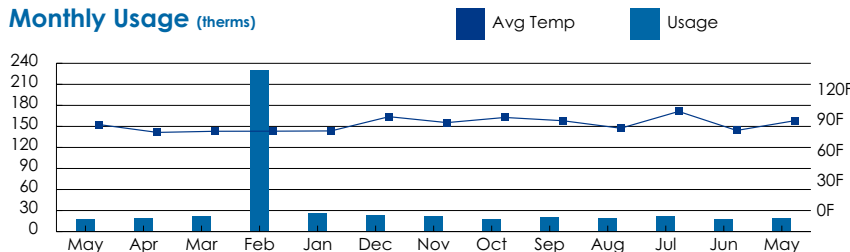
Amount Due: **\$65.78**

Account #: 200000561056
Due Date: June 05, 2026



Scan here to view
your account
online.

G Monthly Usage (therms)



Contact our Customer Care Team at **800.427.7712**
or visit fpuc.com/waystopay for more information.

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1 **ACCOUNT #** - This is your account number with Florida Public Utilities. Please mark all correspondence and payments with this number to ensure your account is properly identified.

2 **DUE DATE** - Although your monthly bill is due and payable upon receipt, it becomes past due if not paid by the "due date" on your bill.

3 **STATEMENT DATE** - The date the invoice was issued.

4 **SERVICE FOR** - This is the address of the property receiving natural gas services from Florida Public Utilities.

5 **METER READ** - Your meter is read at regular intervals to measure your gas usage. When you subtract your previous reading from your current reading, you know how much gas was used. All meter readings are actual unless circumstances prevented the meter from being read. In this case, the present reading will be estimated, and your bill could be adjusted after the next meter reading.

6 **SERVICE PERIOD** - This is the date range of energy usage included on this bill.

7 **RATE SCHEDULE** - Represents the rate schedule applicable to your account.

8 **METER NUMBER** - This number identifies your gas meter.

9 **TYPE OF READING** - Describes whether an actual or estimated meter read was taken.

10 **BILLING PERIOD** - The time period included in this bill.

11 **DAYS** - The number of days in this billing period - this number may fluctuate due to weekends, holidays or changes in the date we read your meter.

12 **CURRENT READING** - Represents the current reading taken from the meter on the date indicated.

13 **PREVIOUS READING** - Subtracted from the current reading to determine the amount of consumption to be billed.

14 **GAS USED (CCF)** - The amount of gas used when measured in CCFs (100 Cubic Feet)

15 **METER MULTIPLIER** - The meter multiplier is a number used to convert the meter reading into your actual energy usage.

16 **BTU FACTOR** - BTU is the factor used to convert one hundred cubic feet of natural gas to therms.

17 **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. **Example:** If you use 10 CCF of natural gas and the BTU factor is 1.03: $10 \times 1.03 = 10.3$ therms billed (This example is for illustration only. Your actual BTU factor may vary.)

18 **GAS CURRENT CHARGES** - The total charges for your current billing period, including natural gas usage, service fees, taxes, franchise fees and any other applicable charges.

19 **CUSTOMER CHARGE** - A fixed amount used to cover the cost of your service, meter and billing. This charge is applied regardless of the amount of natural gas you use and cannot be changed by Florida Public Utilities without approval from the PSC.

FLORIDA PUBLIC UTILITIES

4 **Service For:**
1234 SAMPLE DRIVE
LOXAHATCHEE FL 33470

1 **Account #:** 200000561056
2 **Invoice #:** 800100017502
3 **Statement Date:** May 07, 2026

5 Meter Read

6 **Service Period:** April 08, 2026 - May 06, 2026

7 **Rate Schedule:** Residential-2 (RES-2)

Meter Number	Type of Reading	Billing Period	Days	Current Reading	Previous Reading	Gas Used (CCF)	Meter Multiplier	BTU Factor	Therms Billed
136045W	Estimated	04/08-05/06	29	2,082	2,065	17	1	1.07059	18.20

Charge Details

18 Gas Current Charges

19 Customer Charge	\$19.50
20 Energy Charge (0.5406000 x 18.20)	\$9.85
21 Conservation Cost (0.16161000 x 18.20)	\$2.94
22 GUARD (0.26015000 x 18.20)	\$4.73
23 Relocation Recovery (0.01787000 x 18.20)	\$0.33
24 Competitive Rate Adjustment (0.00156000 x 18.20)	\$0.33
25 PGA (0.07260000 x 18.20)	\$1.32
26 PGA (1.19740000 x 18.20)	\$21.79
27 Environmental Cost Recovery	\$0.18
Municipal tax	\$4.00
Gross Receipt Tax	\$1.11
Total Gas Current Charges	\$65.78

29 Total Current Month's Charges

\$65.78

	Last Yr	This Yr
*Therms This Month	19.27	18.20
Therms/Day	0.62	0.63
Service Days	31	29

*Usage and current rate pricing impact overall bill costs. Fluctuations in rate prices impact bill total even when usage remains the same

20 **ENERGY CHARGE** - Billing components, aside from the cost of gas, associated with providing safe and reliable service, using tiered rates that vary based on your energy consumption.

21 **CONSERVATION COST** - Cost of programs designed to reduce energy demand and consumption.

22 **GUARD - GAS UTILITY ACCESS AND REPLACEMENT DIRECTIVE** - A surcharge that helps recover costs for replacing and relocating natural gas infrastructure to improve system safety and reliability.

23 **RELOCATION RECOVERY** - Billing component for the recovery of mandated pipeline relocation.

24 **COMPETITIVE RATE ADJUSTMENT** - Rates and charges set on an individual customer basis via a special contract. (Not applicable to all customers)

25 **PGA** - Administrative cost of the gas Florida Public Utilities purchased on behalf of its customers.

26 **ENVIRONMENTAL COST RECOVERY** - A rate approved by the PSC and associated with the recovery of reasonable costs for the cleanup and remediation of manufactured gas plants.

27 **MUNICIPAL TAX** - A tax imposed by a municipality on the sale of natural gas.

28 **GROSS RECEIPT TAX** - A tax imposed by the State of Florida for the delivery of natural gas.

29 **TOTAL CURRENT MONTH'S CHARGES** - The amount charged for the current billing period.

30 **COMPARISON OF THERMS USED** - Shows daily and monthly natural gas use in therms compared with the same periods last year.



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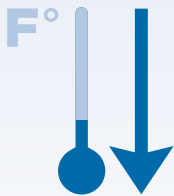
How Weather Affects Your Energy Bills

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!

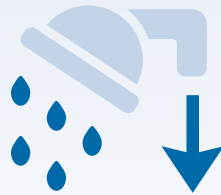


Tips to Lower Your Energy Bills



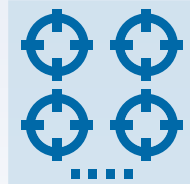
OPTIMIZE WINTER HEATING EFFICIENCY:

- › 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: fpuc.com/waystopay
- 2. Payment Extension:** Need more time to pay your bill? For expanded billing and payment options, call **800.427.7712**. All extensions must be requested before the bill due date.



Visit fpuc.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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