

# YOUR UTILITY BILL IS NEW AND IMPROVED!

This month you will notice that your utility bill looks slightly different. We have redesigned the Lakeland Electric utility bill to make it easier to read and included new information to help you better understand your energy charges.

The new bill format includes easy-to-find contact information, electric and water consumption graphs and an easy to read breakdown of all of the utility services included in your bill.

*The redesign features:*

- 13 months of consumption history for both electric and water services
- Detailed breakdown of charges including taxes
- Easy to read remittance stub that includes due dates and disconnection dates if applicable

Inside you will find a complete diagram of a typical utility bill. If you have additional questions regarding your new bill, call 863.834.9535.



30290-I-0083




[www.lakelandelectric.com](http://www.lakelandelectric.com)

# FRONT

- 1 **Service Location** indicates the location for which services are being billed
- 2 **Account Summary** includes your billing date, **account number** and due date for your utility bill. *(please have your account number handy when calling customer service)*
- 3 **Account Detail** includes a detailed breakdown of your utility services including all applicable taxes and surcharges.
- 4 **Total Amount Due** line includes the total amount due for payment and the date it is due
- 5 **Mail Your Payment** to 501 E Lemon St. Lakeland, FL 33801. Please make checks payable to Lakeland Electric.
- 6 **Changing Your Mailing Address and telephone number** is easy to do by simply writing in your new information
- 7 **Scan Line for Payment Processing**

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**ACCOUNT SUMMARY**

Billing Date :	7/01/2010
Account Number :	0123456
Total Amount Due :	\$ 515.21
Payment Due Date :	7/16/2010
Payments/Credits since Last Bill :	\$ 0.00
Previous Balance Remaining :	\$ 292.30
<b>DUE BY 7/10/2010 TO AVOID DISCONNECTION</b>	

**ACCOUNT DETAIL**

	Itemized Charges	Total Charges
<b>Electric Service</b>		
General Service Customer Charge.....	\$ 10.00	
Electric-KWH 1100 @ 0.051519929.....	56.67	
Environmental Charge for 1100 KWH @ 0.0027175.....	2.99	
Fuel Charge for 1100 KWH @ 0.05425.....	59.68	
Florida Regulatory Commission Surcharge.....	0.02	
Florida Gross Receipts Tax.....	3.32	
Inside the City Utility Tax.....	7.42	
Polk County Sales Surtax.....	1.33	
Florida Sales Tax.....	9.29	
<b>Current Electric Charges.....</b>		<b>\$ 150.72</b>
<b>Water Service</b>		
Water Commercial Inside Monthly Base Charge.....	\$ 6.49	
Water-1000 gal - 1 @ 1.59.....	1.59	
Inside the City Utility Tax.....	0.81	
<b>Current Water Charges.....</b>		<b>\$ 8.89</b>
<b>Other Services</b>		
Solid Waste Commercial.....	\$ 23.92	
Wastewater Commercial inside (1,000 gallons).....	16.79	
Stormwater - Commercial.....	22.59	
<b>Other Services and Account Charges.....</b>		<b>\$ 63.30</b>
<b>TOTAL CURRENT CHARGES</b>		<b>\$ 222.91</b>
<b>TOTAL AMOUNT SUBJECT TO PENALTY AFTER 7/16/2010</b>		<b>\$ 515.21</b>

**www.lakelandelectric.com**

**PAYMENT SECTION**

Account Number :	0123456
Disconnect Amt Due 7/10/2010	\$ 292.30
Total Amt Due 7/16/2010	\$ 515.21
Amount Enclosed:	_____

**Please Change Mailing Address To:**

\_\_\_\_\_


\_\_\_\_\_

**Telephone Number** \_\_\_\_\_

5 Please make checks payable to Lakeland Electric P.O. Box 32006 Lakeland, FL 33802-2006 834-9535



CUSTOMER  
1234 ADDRESS  
LAKELAND, FL 12345

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Please make checks payable to Lakeland Electric P.O. Box 32006 Lakeland, FL 33802-2006  
Please return this stub with your payment to ensure proper credit to your account. Please write your number on your check or money order.

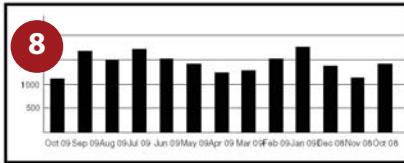
# BACK

## CITY OF LAKELAND DEPARTMENT OF ELECTRIC UTILITIES

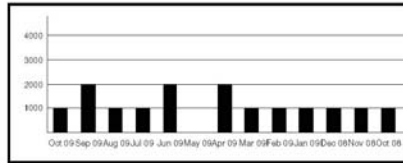
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Service Reading	Meter Number	Current Read Date	Current Reading	Prior Read Date	Prior Reading	No. of Days	Billed Usage	Prior Month	Same Month Last Year
Electric-KWH	22039	10/15/2009	44199	09/21/2009	43099	24	1100	1663	1400
Water-1000 gal	5595V	10/15/2009	548	09/21/2009	547	24	1000	2000	1000

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Electric Service



Water Service

### Important Phone Numbers

Electric / Water Billing Inquiries ..... 834-9535	24-Hour Power Outage Reporting ..... 866-834-4248
Wastewater / Solid Waste Billing ..... 834-8276	24-Hour Payment Hotline ..... 834-9535
Fallen Power Lines / Water ..... 834-4248	TDD (for hearing impaired) ..... 834-8333
False Alarms (Lakeland Police Dept.)..... 834-8912	Recycling ..... 834-8774
Miscellaneous Fire Dept Billings ..... 834-8201	Surge Protection ..... 834-1500

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**7 Service Readings** for electric and water meters are included along with readings for the prior month and same month last year.

**8 Consumption Graphs** for electric and water show thirteen months of usage to help you monitor your usage.

**9 Important Numbers** are listed to provide you easy access to our customer service representatives when you need assistance.

**10 Important Messages** will be printed on the back of the bill at the bottom.

## Special Needs Program

The Polk County Special Needs Program is designed to provide sheltering at specific locations for clients with medical or physical conditions who require assistance during an emergency. The program also provides transportation to shelters for those unable to evacuate on their own. Pre-registration in the program is preferred by contacting Emergency Management at (863) 534-5600. Persons with medical equipment that require electrical power or are oxygen dependent are assigned to these specially designated Special Needs Shelters.

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## Your Social Security Number

The City of Lakeland/Lakeland Electric collects social security numbers for the following purposes: classification of accounts; customer identification and verification; customer billing and payment; creditworthiness; and other lawful purposes necessary in the conduct of City of Lakeland/Lakeland Electric business.

The City of Lakeland/Lakeland Electric may release social security numbers to others when required by law.

# Avoid High Bill Surprises

## *Average Billing Plan Offers Fixed Amount Billing*

Lakeland Electric's Average Billing Plan allows customers to pay a fixed amount each month. The fixed amount will be based on the previous 12 months of billing from the consumption-based utility services (electric, water and wastewater) you receive at your home. This option is perfect for people who don't want to guess what their monthly payment will be and it eliminates large fluctuations between winter and summer bills.

Your averaged bill can start any month and end any time you choose. Your meter will still be read on the same schedule as in the past and your bill is computed just like always. The bill will still arrive in the mail to tell you how many kilowatt-hours were used and the total bill amount. Your averaged bill amount will be shown as the amount due on your bill.

When you receive your 12th bill, you will be required to pay the actual charges and the deferred balance amount. If the amount of your balance is a credit, it will be subtracted from the actual charges. If the amount of your deferred balance is a debit, it will be added to your actual charges. Your new average will be recalculated based on your actual billing for the previous 12 months and will begin with your next billing cycle.

### **To qualify for the program, you must:**

- Be a residential or small commercial account (General Service non-demand)
- Be current with your payments.

For more information, call Customer Service at (863)834-9535 or sign-up online at [lakelandelectric.com](http://lakelandelectric.com).

## QUESTIONS?

We are here  
for you.



### Important Phone Numbers

Emergency .....	911
Customer Service.....	(863)834-9535
Emergency Service .....	(863)834-4248
Toll Free Emergency.....	(866)834-4248
To Report a Power Outage .....	(866)834-9535
Energy Efficiency Programs .....	(863)834-9535
Private Area Lighting .....	(863)834-9535
Non-Emergency Police .....	(863)834-6966
Non-Emergency Sheriff .....	(863)534-6200

### Helpful Websites

Lakeland Electric .....	<a href="http://www.lakelandelectric.com">www.lakelandelectric.com</a>
American Public Power Association .....	<a href="http://www.appanet.org">www.appanet.org</a>
Florida Municipal Electric Association .....	<a href="http://www.publicpower.com">www.publicpower.com</a>
Public Utility Research Center.....	<a href="http://www.purc.org">www.purc.org</a>
Energy Information Administration .....	<a href="http://www.eia.doe.gov">www.eia.doe.gov</a>
Nuclear Regulatory Commission .....	<a href="http://www.nrc.gov">www.nrc.gov</a>