

**Business Office and Customer Service Hours:**  
**Monday thru Friday – 8 am to 4:30 pm**

<b>4</b> Customer Account Number:	<b>5</b>	<b>6</b> PAST DUE AFTER:
<b>7</b> Service Address:	<b>8</b> Next Anticipated Read Date:	<b>9</b> Payment Received on:

Previous Balance	Payments Received	Current Charges	Total Amount Due
<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>

**14**

<b>16</b> Service Period				<b>18</b> Meter Readings		
Meter Number	From	To	Days Billed	Previous Read	Current Read	Usage Billed (CCF)
<b>15</b>	16a	16b	<b>17</b>	18a	18b	<b>19</b>

<b>20</b>	Description of Services	<b>21</b>	Use Comparison		
			No. of Days	CCF	Avg. CCF/Day
			This Month		
			Last Month		
			Same Last Yr		

**14**

*1 1/2% Interest Charged on Unpaid Balances*

**INSTRUCTIONS FOR DISPUTED BILLS:**

If you have a billing dispute or complaint, please visit or call customer service between 9:00 a.m. and 4:00 p.m. weekdays. A city representative will be available to assist you.

*Your Account indicates a past due balance and is subject to disconnection. Please pay the past due amount or call our office to make arrangements.*

When paying in person, bring entire bill to City of Pensacola, Customer Service Center

Please return this portion with your payment

Make checks payable to City of Pensacola

**4** Account Number:

<b>22</b> Bill Date	<b>6</b> Due Date	<b>13</b> Amount Due
I am sending a donation to the low income bill assistance fund		<b>23</b>
Amount Enclosed		<b>24</b>

**25** Make Payable to:  
 City of Pensacola  
 P O Box 12910  
 Pensacola, FL 32521-0044

Please see other side for details.

# How to read your new bill.



1. Website for the City of Pensacola
  2. Website for Energy Services of Pensacola (ESP; your natural gas provider)
  3. Mailing addresses of Customer Service; located on the 1st floor of City Hall off Reus Street
  4. Your Customer Account Number for natural gas and/or (in-city) sanitation
  5. Customer name and mailing address
  6. Your account will be past due after this date
  7. This is your service address for natural gas and/or (in-city) sanitation
  8. Next anticipated date your gas meter will be read
  9. This is the date your last payment was received
  10. This is the previous balance on your account
  11. This is the amount of payment(s) received on the date listed above in box 9
  12. This is your current charge(s) for this month or billing period
  13. This is the total amount due on this account
  14. This space will be utilized for informational messages.
  15. Your Gas Meter Number
  16. Service Period Information
    - 16a. This is the previous date your gas meter was read
    - 16b. This is the last date your gas meter was read
  17. This is the number of days billed during the current billing period
  18. Meter Readings Information
    - 18a. This is the previous reading on your gas meter
    - 18b. This is the current reading on your gas meter
  19. This is the amount of usage billed in CCF (hundred cubic feet) for the current month or billing period
  20. Description of Services Information

*Customer Charge* - fixed monthly cost to provide natural gas to your home or business. Covers the cost of billing, meter reading, and equipment at the service address.

*Fuel Cost* - designed to provide ESP with full recovery of its cost of purchasing natural gas.

*Distribution Cost* - provides recovery for all other costs including system maintenance, and capital costs, etc.
  21. Use Comparison Information
  22. This is the date of the bill
  23. If you are not currently contributing to the Escambia Utility Assistance Program (EUAP) and would like to contribute, please write the amount you wish to contribute. Project EUAP is designed to provide emergency assistance to the elderly, the disabled and families who are experiencing financial difficulty and are unable to pay the cost of utility service. Assistance is based on income eligibility and availability of funds.
  24. This is the space for you to show the total amount enclosed
  25. Address to mail gas and/or sanitation payments
- Sanitation Charge* - fixed monthly cost to provide sanitation service to your home.
- Your bill may also include franchise fee, gross receipts tax, utility tax, or penalties.



**Natural Gas. The Natural Choice.**  
ENERGY SERVICES OF PENSACOLA