



3 City Hall
P O Box 12910
Pensacola, FL 32521-0044

Billing and Service Numbers:

Gas Leak or Emergency (850) 474-5300
Customer Service (850) 435-1800
Collection Services (850) 435-1810
Sanitation Pick Up (City Only) (850) 435-1890

1 CityofPensacola.com

2 PensacolaEnergy.com

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

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

Previous Balance	Payments Received	Current Charges	Total Amount Due
10	11	12	13

14

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

20 Description of Services	21 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:

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

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 Pensacola Energy
3. Mailing addresses of Customer Service; located on the 1st floor of City Hall of 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 information 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 Pensacola Energy 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

