



## **Monthly Electric Bill: Frequently Asked Questions**

### **What are the various components of my monthly electric bill?**

**Answer:** There are several components that comprise Keys Energy Services' (KEYS) monthly electric bill, they include: the Energy Charge; the Power Cost Adjustment Charge; the Customer Charge; and the Gross Receipts Tax.

### **What is KEYS Energy Charge (also referred to as the Base Rate)?**

**Answer:**

- Currently KEYS' Energy Charge is \$0.1332 per kilowatt-hour\* (kwh) for residential customers.
- The Energy Charge is a fixed charge and is the cost to provide service to customers, including power costs of \$0.0800 per kwh.

### **What is the Power Cost Adjustment (PCA) Charge?**

**Answer:**

- When energy costs fluctuate above or below the \$0.0800 per kwh recovered by the Energy Charge, KEYS passes the increase/decrease along to customers via the PCA Charge.

### **What is KEYS current PCA Charge?**

**Answer:**

- Currently KEYS' PCA Charge is negative \$1.00 per 1,000 kWh – for residential and commercial customers. Customers will see a PCA credit on their bills.

### **What determines the PCA rate?**

**Answer:**

- KEYS purchases all of its energy from the Florida Municipal Power Agency (FMPA). Energy costs from FMPA fluctuate with the cost of power. Therefore, KEYS customers may experience a fluctuation in the PCA Charge depending on power costs which do not always have a direct correlation with the change in any specific fuel market, such as natural gas, diesel, etc.

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### **Who sets the Energy and PCA charges?**

**Answer:**

- The Utility Board sets the rate structures of both the Energy Charge and the PCA Charge, which then must be approved by the Florida Public Service Commission (FPSC). The FPSC oversees all public services within the State of Florida. The Energy Charge is set by the Utility Board following Public Hearings, and the PCA Charge is set by KEYS' General Manager & CEO based on past, present and projected power costs.

**What is the Customer Charge?**

**Answer:**

- Currently, KEYS' residential Customer Charge is a flat rate of \$6.75 per month. This covers costs of servicing customers, including the cost of: reading the meter, preparing the bill, sending the bill and processing payments.

**What are Gross Receipts Taxes?**

**Answer:**

- A 2.56-percent tax on the gross receipts of electric, gas, and telecommunications utilities in the State of Florida and is recovered from all customers, regardless of tax exempt status. Gross Receipts Tax revenues are used for public education capital outlay funding (chapter 12B-6, Florida Administrative Code).

**What can I do to reduce my monthly electric bill?**

**Answer:**

- Take steps to conserve energy and reduce your consumption.
- A good way to start is by calling KEYS for a Free Home Energy Survey at (305) 295-1081 or by completing a Free Online Energy Survey at <http://www.keysenergy.com/online-energy-survey.php>.
- Customers can also plant shade trees around their home that will promote energy conservation through reduced energy consumption (i.e.: shade from trees can help reduce cooling costs).
- Additionally, consider enrolling in KEYS' Budget Billing program, call (305) 295-1080 to speak with a customer service representative to see if this program is right for you.

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\* A kwh is a common unit of electric energy consumption, and the basic unit of electric energy. For example, ten 100-watt light bulbs burning for one hour use one kilowatt-hour.