



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. If you are a residential customer they include: the Energy Charge; the Power Cost Adjustment Charge; the Customer Charge; and the Gross Receipts Tax. If you are a small commercial customer, they include: the Energy Charge; the Power Cost Adjustment Charge; the Customer Charge; the Sales Tax and the Gross Receipts Tax. If you are a large commercial customer, they include: the Energy Charge; the Demand Charge; the Power Cost Adjustment Charge; the Customer Charge; the Sales Tax and the Gross Receipts Tax. For all other rate classes please refer to KEYS' Billing Tariffs:

<http://keysenergy.com/books/billing-tariffs/files/billing-tariffs.pdf>.

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

Answer:

- Currently KEYS' Energy Charge is \$0.1220 per kilowatt-hour* (kwh) for residential customers; \$0.1224 per kilowatt-hour (kwh) for small commercial customers; \$0.1022 per kilowatt-hour (kwh) for large commercial customers. For all other rate classes please refer to KEYS' Billing Tariffs: <http://keysenergy.com/books/billing-tariffs/files/billing-tariffs.pdf>.
- 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. Visit the following page to view KEYS' current PCA Charge: <http://www.keysenergy.com/power-cost-adjustment.php>.

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.

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:

- A fixed monthly charge designed to recover costs that do not depend on the amount of electricity used such as meters and meter reading, preparation of a bill, operation and maintenance costs of distribution systems, and other customer related costs involved in bringing power to your home. The price you pay for energy is not included in the customer charge.
- Currently, KEYS' residential Customer Charge is a flat rate of \$15.03 per month. The small commercial Customer Charge is \$28.31 and the large commercial Customer Charge is \$94.27. For all other rate classes please refer to KEYS' Billing Tariffs: <http://keysenergy.com/books/billing-tariffs/files/billing-tariffs.pdf>.

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, log on to www.KeysEnergy.com and click on the "Growing Greener Every Day" icon for ideas to get started.

* 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.