



Pay By Phone/General Information: (305) 295-1000
Billing Questions: (305) 295-1090 | Collections: (305) 295-1110
Report Electrical Emergency/Power Outage: (305) 295-1010

PAYMENT

In Person:

We will accept your payment by cash, check, money order or major credit card when you visit our offices at 1001 James Street in Key West:

Monday	8:00 am - 5:00 pm
Tuesday	8:00 am - 5:00 pm
Wednesday	9:00 am - 5:00 pm
Thursday	8:00 am - 5:00 pm
Friday	8:00 am - 5:00 pm

FREE customer parking is available off of Grinnell Street on the north (back) side of the building.

After Hours:

In addition to paying your bill online or by phone, payment drop boxes are available for your convenience at 1001 James Street or in front of the Shops of Ships Way in Big Pine Key. You may drop your payment stub and check or money order in the drop boxes 24-hours a day. Cash should not be deposited.

Additional Payment Options:

Keys Energy Services offers numerous payment programs to make monthly energy bill payments easy and convenient for customers. Please log on to KeysEnergy.com and click on the "Payment Options" link for more information on the various programs available to you, or call us at (305) 295-1090.

Energy Bill Assistance:

For customers who are having difficulty paying their monthly energy bills, Keys Energy Services offers contact information for various payment assistance programs and agencies. Please log on to KeysEnergy.com and click on the "Payment Options" link for more information.

Go Paperless & Pay Online
@ KeysEnergy.com

GUIDE TO YOUR BILL

Balance Forward:

This is an unpaid balance (or an overpayment) brought forward and included in the total amount due. The unpaid balance is assessed a penalty charge equivalent to five-percent of the past due amount. Unpaid balances must be paid in full to avoid immediate disconnection of service. Any fee incurred by Keys Energy Services, associated with the collection of past due bills, will be the responsibility of the customer.

Billing Days:

The number of days between the current and previous meter reading dates.

Billing Demand:

Large non-residential customers are billed for their demand for electricity along with the kWh used. Demand is measured in kW. The demand is the highest amount of electricity required at any one given time. Billing Demand is not applicable to residential and small commercial customers.

Customer Charge:

A monthly charge per customer that recovers some of the fixed costs that are directly attributable to serving an individual customer, including meter reading, customer billing, and collections.

Due Date:

Your bill is for energy previously consumed and is due upon receipt. Your account will become past due if not paid by the Due Date.

Energy Charge:

The base rate charge for the kWh used.

Gross Receipts Tax

Keys Energy Services collects a tax on the gross receipts of electric, gas, and telecommunication utilities in the State of Florida, and it is recovered from all customers, regardless of tax exempt status.

Kilovolt-Ampere (kVa):

A unit of electrical force equal to 1,000 volt-amperes. The kVa is the practical unit of apparent power.

Kilowatt (kW):

1,000 watts, the basic measurement for electrical power. Metered kW demand is integrated over a 15-minute period.

Kilowatt-Hour (kWh):

1,000 watts, the basic measurement for electrical energy used. One kWh will light a 100-watt light bulb for 10 hours.

Multiplier:

The multiplier is used to convert the meter reading to the usage.

Power Cost Adjustment:

A charge that represents increases/decreases in the cost of purchased electricity compared to the costs recovered in the Energy Charge.

Power Factor

The ratio between the kW and the kVa drawn by an electrical load, where the kW is the actual load power and the kVa is the apparent load power. Simply put, Power Factor is a measure of electrical efficiency. Please log on to KeysEnergy.com and click on the "Customer Resources" link for more information on Power Factor. Power Factor is not applicable to residential and small commercial customers.

Sales Tax:

In accordance with Florida Statutes, Keys Energy Services collects the following taxes on commercial accounts: State of Florida Sales Tax, State of Florida Energy Tax, and Monroe County Local Option Sales Tax.

Service Fee:

A fee assessed on the first bill to transfer, open or reopen an account

Storm Surcharge:

A monthly charge per kWh used assessed to all customers to fund KEYS' Disaster Reserve and Mitigation Fund.

MAKE CHECK PAYABLE TO:



KEYS ENERGY SERVICES
PO BOX 279038
MIRAMAR, FL 33027-9038