

## **\*\*\*Attention Residential Customers\*\*\***

### **Sign up for Budget Billing and take the ups and downs out of your utilities bills!**

Do you have higher utility bills in the summer and lower bills in the winter months? If you do, the new budget billing option may be right for you, evening out the highs and lows and making your budget simpler to manage.

#### **What is budget billing?**

Budget Billing is a free payment plan that spreads out your payments evenly throughout the year. Instead of having seasonal highs and lows, you pay the same amount every month. Some companies call this “equal pay” or “leveled pay.”

Your meter will still be read monthly and your bill will show the actual water used and what that amount would cost if you were not on budget billing. This will allow you to monitor your usage to detect leaks or other problems. The budget billing amount will remain the same each month, even though the amount used will vary. In December, your account will be reconciled between actual usage and the budget billing amount. If your actual bills were lower than the budget billing amount for the year, you will receive a refund for the difference. If the actual bills were greater than the budget billing amount for the year, then the difference will be added to your January bill.

Budget Billing does not reduce your overall utilities expense. It simply spreads it out over a 12-month period allowing you to more easily manage your household budget.

#### **How is the budget billing amount determined?**

The budget billing amount is calculated individually, for each customer. It is based on actual consumption over a 12 month period, plus a percentage for any known increases that will go into effect during the billing period. After the year end reconciliation in December, a new budget billing amount will be included in your January billing.

#### **What are the criteria for participating in budget billing?**

1. The program is open to all residential customers that have 12 consecutive months of billing history at their current location.
2. Participants must have maintained a current payment status for the past 12 months and have an account balance of zero.
3. Participants must agree to the following Terms & Conditions:
  - After two delinquent payments, participant accounts will no longer be eligible for budget billing for a calendar year.
  - Budget billing accounts will be paid in full at the end of each month and are not eligible for time extensions or payment agreements.
  - Any debit balance incurred in the end of year reconciliation will be paid, along with the current bill balance, by January 31<sup>st</sup>.

#### **When can I sign up?**

Enrollment can be made at any time throughout the year. Annual reconciliation, however, will always take place at the end of December.

#### **How often are budget billing amounts reviewed?**

Accounts will be reviewed annually, during the end of year reconciliation process.

#### **Can I discontinue budget billing?**

Yes. Participants may withdraw from the budget billing program with 14 days written notice to the City. Upon withdrawal from the program, all amounts owed will become due and payable. We recommend you

