



## **BUDGET BILLING GUIDELINES**

- Residential customers may enroll in budget billing
- The goal is to assist customers in maintaining regular monthly payments
- To enroll in budget billing, there cannot be any money in arrears, including - active installments and payment extensions
- Enrollment in budget billing may be at any time of the year
- The monthly budget amount is calculated as follows:
  - 12 months of consumption history will be totaled and divided by 12 to obtain an average use. The dollar amount for this use will be calculated and then rounded up to the nearest dollar.
  - There will be a minimum budget amount of \$15 that will be set for the account if the calculated average is less than \$15.
- The budget true – up process is as follows:
  - The account will remain on a budget for the next 12 months
  - Any positive or negative arrears on the account are divided by 12 and that value is added or subtracted to the current budget amount to determine the amount of monthly payment for the next year.
  - Refunds for overpayment are not issued to the customer
- Budget bills will reflect the budget amount due and actual amount used.
- Delinquent budget accounts will be removed from budget billing and the normal collection process will begin.