

# BUDGET BILLING

## HOW THE PLAN WORKS

Budget billing has 11 “budget” months and a “settle up” month.

- Plan runs October-September
- The City will continue to read your meter each month.
- You know the set amount you’ll be paying each month.
- Budget Payment is due no later than the due date listed on the bill.
- **No payment extensions are given.**
- We will review your account throughout the year.
- You will be notified if your Budget Billing payment amount needs to be adjusted to reflect your actual usage.

## WHAT YOU SHOULD KNOW

- September is settle-up month.
- Deferred amounts are applied only during settle-up or at termination of the plan.
- Billed amounts must be paid to a zero balance before enrollment in the program.
- A tenant may not budget lienable service; water and wastewater. These services must be paid as billed.
- Skipping a payment will result in removal from the plan.
- **Removal from the budget is automatic if the account becomes delinquent, disconnected for non-payment, or there is a return check.**

## HOW DO I ENROLL?

### **Eligibility for Budget Billing**

1. A zero balance due before being enrolled in the budget plan.
2. A good credit standing to enroll or remain in the budget plan.
3. Have a minimum 12 months billing history.
4. Sign up begins each October.

## WHERE CAN I FIND MY BUDGET INFORMATION?

- Your bill will show details of the actual charges consumption, and account balance.
- The Statement Summary section of your bill will show your current deferred balance detailing either a debit or credit balance.

## UNDERSTANDING BUDGET TERMS

- Deferred amount is the difference between what is the actual billed amount and the budget amount set.
  - **A deferred amount CAN NOT be used to pay a current bill. The budget billing system is not designed to do that.**
- Credit Balance reflects what the City would owe you should you terminate the program.
- Settle-up balance reflects what you would owe the City should the plan end for any reason.

## WHAT IF I STILL HAVE QUESTIONS?

Contact Customer Service at 302-422-6616.

Visit us online:  
[www.cityofmilford.com](http://www.cityofmilford.com)