



## Budget Billing Program

What to know before you sign up:

- Eligible to enroll after one year of service
- Account must be current for enrollment
- Budget payment is due on bill due date
- No payment extensions are given
- Tenants may not budget water and sewer
- Assistance-based customers are not eligible
- Settlement is in the 12<sup>th</sup> month or at termination of plan
- Recommend signing up for auto pay
- Periodic review of budgeted accounts may result in a change of the following:
  - monthly budget amount
  - budget billing program eligibility
    - history of delinquency, disconnected for non-payment, returned payments, becoming an assistance-based customer

What to expect monthly:

- Monthly account statement will reflect new charges and deferred
- Customer will be billed for eleven months on an estimated budget amount basis with the twelfth month as the settlement month.
- The Statement Summary section of your bill will show any balance forward, current service charges, total amount due (budgeted amount) and current deferred amount. Deferred amount is the difference between service charges and the budget amount.

What to expect for the 12<sup>th</sup> month (settlement):

- Balance due will include current charges plus/minus the cumulative deferred balance, plus current running balance
- Credit balances over \$100 will be refunded. Credit balances under \$100 will remain on account.
- In the 12<sup>th</sup> month, the plan may recalculate a new budget amount based on your actual charges over the last twelve months.

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