



Utility Customer Service

207 W. Second Ave. • Franklin VA 23851

BUDGET BILLING PAYMENT POLICY

PURPOSE

The purpose of the budget billing payment policy is to allow a residential and commercial customer to pay equal amounts for their utilities' services each month.

PROCEDURE

- Customers must be enrolled in the budget billing payment plan by July 1st of each year. The budget billing period is July 1st through June 30th. Open enrollment for the plan will begin May 1st of each year. Applications are available at the City's Utility Department and the City's website.
- The budget amount is based on the past 12 full months of actual bills for all utility services, divide by 12, then this amount will be your monthly budget bill amount for the next 11 months.
- The 12th month of the plan is considered a "true-up" month where by any outstanding utility liability or credit based on your actual use during the past 12 months will be due or credited on the 12th month's bill.
- Once the account is at a zero balance, the budget billing payment plan will resume the following month with a newly calculated budget billing amount based on the most previous year's actual utility usage.
- If a customer wishes to cancel, written notice must be given one month prior to the effective date. In addition, the customer will have to pay any outstanding utility liability at date of termination. If a credit exists at the date of termination, the credit will be applied to the next month's utility bill.
- No other City payment arrangements related to utility bills will be available to budget billing payment plan customers.

ELIGIBILITY - ELECTRIC CUSTOMERS

The requirements set forth, in order that a customer may be placed on a budget billing payment plan for their utility service(s), are listed below.

- ____ Must have been on the City electrical service for one year at the current location;
- ____ Utilize SGS rated service and below;
- ____ Must be on the city's "Cycle 'N' Save" program; and
- ____ Payment history must be current (no cut-offs and no more than two penalty notices in last 12 months)



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Customer Budget Billing Agreement Form

I, _____, have read the budget requirements for being a budget billing plan customer. I understand that I will not be eligible for any additional payment arrangements related to my utility bill(s).

I agree that my budget amount will be set at \$ _____ for the following services:

- Electric
- Water
- Sewer
- Garbage

Customer Name: _____

Customer Address: _____

Mailing Address: _____

Phone Number: () _____ - _____

Budget Billing Payment Plan Year: July 1, _____ through June 30, _____

Signature: _____

Date: _____

**** TO CONTINUE WITH THE BUDGET BILLING PLAN, PLEASE RETURN BUDGET BILLING AGREEMENT****