

## BUDGET BILLING

Residential customers have the option to sign up for the Equalized Payment Plan, also known as Budget Billing.

This program is designed to assist residential customers who have utility bills that fluctuate seasonally.

Budget Billing spreads out your utility payments evenly throughout the year, so you will know what to expect each month.

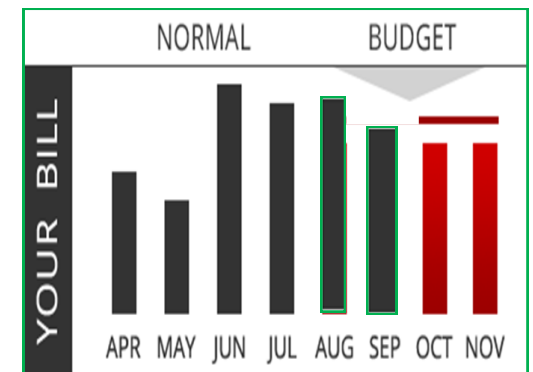
## City of Dover

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# BUDGET BILLING

AN  
EQUALIZED  
PAYMENT PLAN



# BUDGET BILLING

## HOW THE PLAN WORKS

Budget Billing has 11 “budget” months and a ‘settle-up” month.

- Plan runs October - September each year.
- 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.
- Customers on the budget billing plan will also need to register for bank draft. Your budget instalment payment will be automatically deducted from your bank account monthly.

## WHERE CAN I FIND MY BUDGET INFORMATION?

- Your bill will show details of the actual charges and consumption, and account balance.
- The Charge Creation section of the bill will show your actual year-to-date balance detailing either a debit or credit balance.

## 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 services; water, wastewater, and trash. These services must be paid as billed.
- Removal from the budget is automatic if the account becomes delinquent, disconnected for non-payment, or there is a return check.

## UNDERSTANDING BUDGET TERMS?

- Deferred amount is the difference between what is the actual billed amount and the budget amount set.
- 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.

## 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.

## HOW DO I CANCEL BUDGET ENROLLMENT?

- Withdrawal from the program can be done at anytime.
- If removed from the plan re-enrollment is considered again during the next October plan year.

## WHAT IF I STILL HAVE QUESTIONS?

Contact Customer Services at 302-736-7035.

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<https://www.cityofdover.com>