

## **Budget Billing Frequently Asked Questions**

### **1. What is budget billing?**

Budget billing is the process where you pay the same amount each month for your utility bill based on your past 12 month average bills. Your bill will show the actual charges but the amount due will be the budget amount. Your bill will also show your current deferred balance (current overage or shortage due to budget amount paid).

### **2. Who is eligible to sign up for budget billing?**

Any customer that has had at least 12 months of utility service at the same location and is not past due on their account is eligible to apply for budget billing.

### **3. How is my budget amount determined?**

We would take the previous 12 months total charges and average them. We normally round up to the next whole dollar.

### **4. Is my meter still read each month?**

Yes. We will actually calculate your bill based on your meter reads but the amount you pay will be the budget amount.

### **5. What if I decide to pay my actual bill amount and not the budget amount?**

When you sign up for budget, you are agreeing to pay the budget amount regardless of actual charges. If you pay more than the budget amount, the overpayment amount will apply towards your next months budget bill. If you pay less than the budget amount, you will be subject to delinquency processing.

### **6. What if my budget amount is too much or not enough to cover my total 12 month billings?**

The 12<sup>th</sup> bill will be considered our settle up bill. At this time, your bill will reflect the actual charges for the month, plus or minus your deferred balance.

### **7. How do I sign up for budget billing?**

Contact any customer service representative at 979/764-3535, or come into our lobby located at 310 Krenek Tap Rd.