



*1902 Sunset • P.O. Box 1268 • Poplar Bluff, MO 63901-1268  
Phone (573) 686-8020 • Fax (573) 686-8695*

Dear Customer:

Thank you for your interest in our Budget Billing Program. Enclosed is information explaining the program and an application. If you decide to begin Budget Billing, please complete and sign the application and return it to our office by April 1. If you are eligible, you will receive your first budget bill in May.

If you have any questions, please call us at 686-8020 and we will be glad to assist you.

Municipal Utilities

## Questions and Answers about Budget Billing

**Q: What is Budget Billing?**

Budget Billing is a plan that allows eligible customers to pay their monthly utility bills in equal monthly payments. If you choose Budget Billing, you know what your utility bill will be every month, making planning your monthly finances easier.

**Q: How do I know if I'm eligible for Budget Billing?**

If you are a residential customer, have had service at your present location for the past year, and have made no late payments in the last year, you are eligible.

**Q: How do I sign up for Budget Billing?**

Just fill out and sign a Budget Billing application and return it to our office by April 1. You can pick up an application at our main office at 2901 Barron Road, or call us at 686-8020 and we'll mail you one. After you turn in your completed application, Budget Billing will begin with the bill you receive in May.

**Q: If I don't sign up for Budget Billing now, can I sign up for it later?**

Yes, you can sign up for Budget Billing at any time. However, Budget Billing won't begin until the following May.

**Q: How do I return to regular billing, if I decide that I don't want Budget Billing?**

In talking to other utilities that offer a budget billing program, we found that most people who try a billing plan like this prefer it to regular billing and don't want to switch back. But if you do decide that you don't like Budget Billing, all you have to do is notify us, and you will be put back on regular billing the following May.

**Q: If I move can my Budget Billing be transferred to my new address?**

Unfortunately, no. Your Budget Bill is based on average previous consumption, and there is really no way to tell if consumption at your new address will be close enough to that at your old address. If you move, we will adjust your final bill at the old address for any over or under payment resulting from Budget Billing. You can begin Budget Billing at the next opportunity after you are at your new address for at least a year.

**Q: If I continue Budget Billing, will my Budget Bill amount ever change?**

Yes, most likely it will change a small amount each year. After twelve months of Budget Billing, you will probably have paid a bit more or a bit less than you would have with regular billing. At the end of twelve months, we'll calculate this difference and adjust your Budget Billing for the next twelve months to account for it. We'll send you a letter to notify you of your new Budget Billing amount before you receive your first bill for that amount.

**Q: What if I have more questions about Budget Billing?**

Give us a call at 686-8020, we'll be glad to answer any of your questions.

## **Municipal Utilities Budget Billing Requirements**

Budget billing is an option available to eligible customers that allows them to pay their utility bills in equal monthly payments. To be eligible for budget billing a customer must:

- a. Be a residential customer.
- b. Have had service connected at the present service location for the twelve (12) preceding months.
- c. Have good credit history for the twelve (12) preceding months.

**Initiating Budget Billing.** Eligible customers who wish to enter the budget billing plan must complete and sign a budget billing application before April 1 of the year in which they wish to begin budget billing. Budget billing will begin with the customer's May utility bill.

Customers may complete a budget billing application at any time; however, budget billing will begin with the customer's May utility bill. Also, budget billing will not begin if the customer ceases to meet the eligibility requirements between the time of application and the initiation of budget billing.

**Terminating Budget Billing.** A customer who wishes to end participation in the budget billing plan must notify Municipal Utilities by May 1 or within two (2) weeks after they receive notice of their new budget billing payment, whichever is later. Regular billing will begin with the customer's May utility bill. The customer's overpayment or underpayment as result of the difference in budget billing payments and actual billing amounts will be applied to their first regular billing.

Customers may provide notice that they wish to end budget billing at any time; however, budget billing will not end until after the customer's April utility bill, unless the customer has service terminated at that location. The customer's overpayment or underpayment will be applied to their final bill.

**Initial Budget Billing Amount.** A customer's initial budget billing payment for each utility service will be based on the customer's average consumption for the previous 13 months, plus a ten percent (10%) reserve amount. This will be the customer's monthly utility payment for the first twelve (12) months of budget billing.

**Budget Billing Amount Adjustments.** At the end of each twelve (12) month budget billing period, a new budget billing payment will be calculated for each participating customer. The new amount will consist of the old amount adjusted by the customer's total overpayment or underpayment spread over a twelve month period. Each participating customer will be notified of the new budget payment for the next twelve (12) month budget billing period.

Municipal Utilities may adjust a particular customer's budget billing amount at other times in the event that the current amount is resulting in an excessive overpayment or underpayment by the customer. Municipal Utilities will notify the customer of such changes.

**MUNICIPAL UTILITIES  
BUDGET BILLING APPLICATION**

Date: \_\_\_\_\_

Customer Name: \_\_\_\_\_  
Last First M.I.

Service Address: \_\_\_\_\_

Phone No: \_\_\_\_\_

I have received a copy of the Municipal Utilities Budget Billing requirements and have read and agree to those requirements.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
OFFICE USE ONLY

Location number: \_\_\_\_\_ Customer number: \_\_\_\_\_

Date entered: \_\_\_\_\_ Elec: \_\_\_\_\_ Water: \_\_\_\_\_ Sewer: \_\_\_\_\_