



## TERMS AND CONDITIONS

1. The customer must have been a City of South Jordan customer for at least twelve (12) continuous months at the same address for which the budget billing plan is being requested.
2. The account must be current on payments.
3. The budget billing plan will be figured by taking the last twelve (12) continuous months of usage, dividing this amount by 12, and applying current rates. Payment amounts will be rounded to the nearest dollar.
4. Payment must be made each month for the total monthly plan amount to keep the account within the plan guidelines.
5. In November of each year all budget billing plan accounts will be reviewed and the payment amount adjusted according to actual usage. A credit or arrears amount will be rolled into the new payment amount. Refunds of credit balances will not be given.
6. The budget billing plan may be canceled at any time. Debit balances will be due by the date indicated on the prior billing. Credit balances will be applied to future bills. Refunds will only be given on finalized accounts. If you choose to reenroll, you will need to wait until the next open enrollment period.
7. Monthly billings will disclose the actual account balance and also will list the actual current monthly charges for each service. It is the responsibility of the customer to monitor consumption for unusual patterns (such as a leak).
8. Customers are encouraged to combine the budget billing plan with pre-authorized payment options (ACH/credit card). **Accounts that are two consecutive payments overdue will be removed from budget billing. No notice will be sent prior to a customer being removed for missing payments.** Enrollment for pre-authorized payment options is through the customer's online utility billing account (<http://www.sjc.utah.gov>, select "online services," then "review utility account information and pay bills"). If you do not have a user ID or password, please contact the City at [billing@sjc.utah.gov](mailto:billing@sjc.utah.gov) or (801) 254-3742.