



## **BUDGET BILLING PLAN NOW AVAILABLE!**

### **What is budget billing?**

- Budget billing allows customers who have twelve months of billing history to pay the same amount each month.
- The monthly amount is calculated by adding the prior twelve months charges and dividing by 12.
- Each year the budget billing plan amount will be recalculated to account for actual usage.
- Your monthly statement will continue to show your actual utility charges, but you will pay the budget billing amount each month.
- You can combine budget billing with automatic payment (ACH or credit card).
- Budget billing will begin in November.

### **Frequently Asked Questions**

- *Can I sign up if I have a past due balance?* - No, your account must be current to enroll.
- *I just moved into my new residence. Can I still participate in the Budget Billing plan?* - No, we need 12 months of billing history.
- *What happens to my Budget Billing plan if I move?* - Upon termination of your account, any balance owing will be due and any credit will be refunded.
- *Can I withdraw from the Budget Billing plan?* - Yes, you may withdraw at any time. Please contact us at [billing@sjc.utah.gov](mailto:billing@sjc.utah.gov) or (801) 254-3742. Keep in mind any balance owing on the account it will be due by the date indicated on the last billing statement.
- *Can I sign up at any time?* - Enrollment only occurs during October of each year.

### **How do I sign up?**

- Read the “terms and conditions.”
- Fill out the form on our website at <http://www.sjc.utah.gov>.
- E-mail [billing@sjc.utah.gov](mailto:billing@sjc.utah.gov) with your account number, name, and address.
- Call our Information Center at (801) 254-3742.
- Enrollment is open during October.
- We will not be able to provide you with your actual budget billing amount until after your account bills in October.



## 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.