



TERMS AND CONDITIONS

1. The customer must have been a City of South Jordan utility 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 must be made each month for the total monthly plan amount to keep the account within the plan guidelines.
4. Customers are encouraged to combine the budget billing plan with pre-authorized payment options (ACH). **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.**
5. New and expiring budget billing plan accounts will be reviewed and the payment amount calculated or recalculated each year during the Month of July to reflect the past 12 months of actual water usage. Your new budget billing payment for the following year will reflect on your August billing statement. A credit or arrears amount will be rolled into the new payment amount. Refunds of credit balances will not be given.
6. We reserve the right to cancel the budget billing plan 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 final bills.
7. Monthly billings will disclose the budget bill amount 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) and resolve the problem as quickly as possible. Otherwise, your account will be removed from budget billing and the budget balance will become due with your next billing statement.**
8. Enrollment for the pre-authorized payment option is through the property owner's online utility billing account, accessed thru the online portal at <http://www.sjc.utah.gov/pay-utility-bills/>.
9. If you have questions, please contact the City at billing@sjc.utah.gov or (801) 446-HELP.