

INTRODUCTION TO BUDGET BILLING

The GRPUC is offering a Budget Billing Program to give residential customers the opportunity to spread annual utility payments evenly throughout the year. Budget Billing will average your utility bills based on usage for the previous 12 month's utility services.

Eligibility:

Residential customers must have a service history of 12 months at the same address prior to enrollment. To enroll in the program, customers must have and maintain a good credit history. Account must be paid in full at the time of enrollment.

How the program works:

Interested customers may enroll during the period May 1 to May 31 of this year. After receiving an application to enroll in Budget Billing, the GRPUC will calculate the customer's monthly payment, based on historical usage from the past 12 month's service. Budget Billing amounts may be recalculated if necessary. If payments are recalculated after a customer signs up for the program, the GRPUC will notify the customer of the change in payment amount.

Each May, budget payment amounts will be recalculated based on the prior year's history. The June bill will reflect the new budget amount. If you have a remaining balance or credit on your account at the end of the budget period, **it will be rolled over into next year's budget.**

Utility bill statement:

Budget Billing does not change meter reading dates or the due date of the bill. The bill statement will show the actual meter reading and exact charges for utility services, as well as the Budget Billing payment due.

How to sign up:

If you are interested in enrolling in the GRPUC Budget Billing program please fill out and return the Application for Budget Billing to the GRPUC office before May 31 of this year. You will be notified if you are not accepted into the program. If you are a current Budget Customer and wish to remain on the program there is no need to complete this form. If you have any questions about Budget Billing, call 326-7024, or stop in at the GRPUC office at 500 SE 4th Street and talk to a Customer Service Representative.

Delinquent accounts:

The GRPUC will remove any customer from the Budget Billing program if the budget amount is not paid in full each month. If removed from the program, all outstanding amounts owing will be due and payable under regular payment terms. Customers removed from the Budget Billing program must remain out of the program for twelve months before becoming eligible to re-enter the plan.

Auto Pay:

Budget Billing can be combined with Auto Pay, which automatically deducts the utility bill from your savings or checking account. Go to <https://customers.grpuc.org> and register as a new user to sign up for Auto Pay.

Withdrawing from the program:

Customers may withdraw from the Budget Billing program at any time by notifying the GRPUC. All outstanding amounts owing will be due and payable under regular payment terms. Customers moving out of a residence will be sent a final bill for the actual amount due.

GRAND RAPIDS PUBLIC UTILITIES COMMISSION APPLICATION FOR BUDGET BILLING

I authorize Grand Rapids Public Utilities to enroll my account into the Budget Billing program. I have read the Introduction to Budget Billing and agree to the conditions stated therein.

I understand that my budget payment must be paid in full every month, or I will be removed from the Budget Billing program.

Customer Name:

Address:

Phone Number:

Account Number:

Date:

Signature:

Detach and return or email
a signed copy to info@grpuc.org