



# **AVERAGE BILLING PAYMENT OPTION**

100 N. 13TH St  
Alpine, Texas 79830  
(432) 837-3301 x 1

The City of Alpine offers residential customers the opportunity to make even payments throughout the year allowing you to budget your personal finances more effectively. Annual budget enrollment takes place from April 1 through May 15 of each year.

We calculate your monthly payment by adding together utility service average based on usage information and days of service. Average monthly payments are calculated by using the total of the prior twelve (12) months at the same location and dividing the amount into twelve (12) equal payments. Charges for any other services such as Sanitation and Sewer service are then added to determine the total Budget Billing amount for the current month.

As you receive your bills each month, you will see what the actual calculated charge would be based on that month's meter reading but you will be asked to pay the budget amount. You can remain on budget billing as long as the deferred balance does not exceed a cap of \$250. The deferred balance is an accumulated amount representing the difference between the actual bill and the budget bill amount. At a deferred balance of \$250.00, you will be contacted to settle the balance in full to continue with the budget billing program.

On the anniversary date, the amount will be adjusted to reflect an equal payment for the next twelve (12) months. On the twelfth bill, we will settle the account. The twelfth bill will be made up of that month's actual charge plus or minus any deferral amounts. If your bill shows a credit, you can contact us in writing for a refund if you like or simply let the credit remain on the account to be applied to the next budget billing cycle. The balance due will need to be paid in full.

Continuation in the Budget Billing program requires the signed return of an annual renewal which will be mailed to you each year.

## **Requirements to begin:**

- Available to residential City of Alpine Utilities customers.
- Account must be paid in full/ good standings.
- Has reside at address for more than a year.

## **Enrollment Period**

Water and Gas Utility customers can enroll in the budget billing program from April 1 through May 15<sup>th</sup> of each year.

## **Start or stop budget billing**

Budget Billing takes effect on the May bill which is due in June after you sign up. You will receive a notice on your bill letting you know that Budget Billing has started.

You can cancel Budget Billing at any time by notifying us in writing. If you cancel Budget Billing, cancellation will take effect on the next bill after you cancel. Your next bill will include a credit or debit if needed to bring your balance up to date. You will not be able to -re-enroll until the next enrollment period.

## **Removal from budget billing**

The City of Alpine reserves the right to remove you from Budget Billing if you miss a payment or pay less than the budget amount. If you have been removed from the program, you may reenroll after 12 months or the next enrollment period after 12 months or the next enrollment period after 12 months has passed and the account is in good standing.

Note: in order to remain a budget bill customer, utility bill payments need to be paid by the due date. Paying late will result in termination of budget billing, late fees and possibly reconnection fees.

Please complete this form and return it to our office in person or fax it to 432-837-2044.

I, understand the program as described above and would like to participate in Budget Billing. (Please fill out both sections if you wish to have both utilities on Budget Billing).

Water service		
Account Name		
Service address		
Account Number	Last 4 digits of SSN	Date
Signature		

Gas service		
Account Name		
Service address		
Account Number	Last 4 digits of SSN	Date
Signature		

**FOR OFFICE USE ONLY**

Water			
Date received	Date entered	Annual usage	Monthly usage

Gas			
Date received	Date entered	Annual usage	Monthly usage

Received by:
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