



WHAT YOU NEED TO KNOW ABOUT **BUDGET BILLING**

Yes, I would like to participate in Budget Billing Program. I have thoroughly read and understand the guidelines of the program **(See Back)**. I understand that failure to comply with these guidelines will result in my immediate removal from the program, and that my account must be paid in full at that time.

Customer Name _____ Utility Account Number _____

Service Address _____ Phone Number _____

Customer Signature _____ Date _____

Please mail your signed form to Customer Services at PO Box 207, Shelby, NC 28151. For questions, contact Customer Services:

Customer Service Phone: 704-484-6866 option 4

Customer Service Email : cust.service@cityofshelby.com

Budget Billing is a yearly plan that allows you to pay the same amount each month based on the last twelve months' billing. Budget Billing will take the surprise out of your utility bill by stabilizing your monthly utility payment throughout the course of the year.

Who is eligible? Any City of Shelby Residential customer with service at the same address for a period of at least 12 months.

You must also have a \$0 account balance to be added to the Budget Billing Program.

The billing amount is based on a 12-month average. The account will be reviewed and adjusted, if necessary, and you will be notified by mail of any changes made in your budget-billing amount.

The monthly bill will reflect actual consumption and dollar amounts; however, the budget-billing amount on the bill will be the amount you are responsible for paying.

At any given time during the year, your account will have a debit or credit balance based on actual usage. Even if there is a credit balance on the monthly bill, you are still required to make the budgeted bill amount payment.

To remain in the Budget Billing Program, your account must not be disconnected for nonpayment at any time. Disconnection for nonpayment will be immediate grounds for dismissal from the Budget Billing Program.

If your account is removed from Budget Billing, your account will be reconciled to actual usage. Debit amounts will be due and payable at the next due date and credit balances will be applied to the bill. You may consider participation in the budget-billing program again in twelve months.

If you terminate service with City of Shelby, your account will be reconciled to actual usage and credit or debit balances will be applied to your **final** bill.

If you transfer your service to another address in Shelby, you will be removed from Budget Billing at that time. Your account will be reconciled to actual usage and any existing debit or credit will be applied to your final bill