



BUDGET BILLING POLICY

Budget Billing allows customers to be billed an average bill, based on the previous 12 months of history, on a monthly basis. At the end of a full cycle, which is on the 12th month of receiving budget bills, they must pay up the cumulative difference of what was used in excess of the average billed amount over the previous 11 months. Some customers receive a credit balance that is applied to the account, as well. In order to begin the Budget Billing process, the customer must:

1. Have an account that has been open for more than 12 months
2. Have a good paying history, with no more than 3 late payments per year

If they meet these criteria, they can:

3. Fill out the Budget Billing contract with the Customer Service Division
4. Have the form reviewed for processing

Termination of Customer's Account

The contract has the following guidelines, which the customer must adhere to, or the **account will be terminated:**

- A. The customer agrees to pay the full amount of the Settle Up bill, which occurs on the 12th month of budget billing, or in February of the following year. No payment plans will be made for this bill and it must be paid, in full, on its respective due date.
- B. Budget Billing payments must be paid by each month's due date. This is irrespective if the customer feels that they are due a credit at the time. All bills must be paid and the difference or credit balance will be applied to the account during the Settle Up month.

If the account is terminated, due to defaulting on the Budget Billing contract, the customer has the option of reopening their account as a regular billing account.

Cancellation of Budget Billing

The customer must submit a completed Budget Billing Cancellation form. The full cancellation process may take up to 30 business days to be completed.

Disclaimer: *The above is strictly a summary of guidelines that must be followed. The actual Budget Billing form contains the full terms that must be abided by and agreed upon by both parties.*



Budget Billing Contract

This Agreement, entered into by and between the City of Homestead Customer Service Division, hereinafter referred to as "City" and _____,

A residential customer of the utilities service system of the City of Homestead, herein referred to as "Customer".

WITNESSETH

WHEREAS, the City of Homestead Customer Service Division wishes to enter into Budget Billing for residential utility customers within the service limits of the City of Homestead, and

WHEREAS, the City of Homestead has determined that the following requirements will be necessary for a residential Customer to enter into Budget Billing Contract with the City of Homestead:

1. That said residential Customer shall have twelve (12) full months history of utility Billing, excluding the first (1st) bill if the number of the days billed is less than twenty-five (25);
2. Residential accounts shall only be considered;
3. That during the preceding three (3) month period prior to the Customer applying for the Budget Billing Contract, said Customer shall have had no "non-payment" turn-offs or "bad checks" during said period;

NOW, THEREFORE, be it covenant and agreed by and between the parties as follow:

SECTION 1. That the City and the Customer hereby agree that the Customer qualifies for a Budget Billing Contract with the City of Homestead.

SECTION 2. That the City and the Customer agree that the dollar amount billed for the total utility service is based on an average determined by adding the current bill to the sum of the past eleven (11) months actual utility bills then dividing by twelve (12). In addition, Customer will pay the taxes calculated on the actual utility bill.

SECTION 3. That the Customer agrees that the twelfth (12th) month of each billing period under this agreement, the Customer shall pay any additional charges owed to the City or shall receive a credit on his account from the City if the total amount paid by the Customer is more than the actual amount charged to the Customer over the prior twelve (12) month period. In addition the city allows the customer an additional 12 months to get back an overpayment or to pay what is owed. NO Payment Plans will be administered and the full payment must be paid by the bill's due date.

SECTION 4. That the Customer covenants and agrees that he/she shall pay each and every utility bill under this agreement on or before the date payment is required on the utility bill sent to the Customer by the City. If the Customer fails to make payment on the date specified immediately above, the Customer agrees that this Budget Billing Contract with the City is in default and shall be terminated by the City. If the Customer then desires to reopen the account as a normal billing account, the total amount due as required by the present ordinance concerning utility deposit of the City of Homestead shall be paid by the Customer less any budget billing credits to which the Customer may be entitled. Said non-payment on or before the due date under this Budget Billing Contract shall void the customer's ability to apply or obtain budget billing for a period of six (6) months from the date of the non-payment. Both the City and the Customer agree that should the Customer not make payment as set forth above, the fact that the Customer may have a credit due to him/her by virtue of a deposit on file other credit shall not preclude and /or prohibit the City from termination of said contract for non-payment of the account.

SECTION 5. That the City and the Customer agree that after any twelve (12) month period, should the Customer have credit available in the customer's behalf said credit shall be used for computing the monthly amount due from the Customer to the City for the next twelve (12) month billing period.

SECTION 6. The City and the Customer covenant and agree that any credit balance due to the Customer shall only be available for refund upon full termination of the account with the City of Homestead.

SECTION 7. That the City and the Customer covenant and agree that any credits to the benefit of the Customer shall not earn interest to the benefit of the Customer.

SECTION 8. That the City and the Customer agree that should the Customer voluntary terminate this budget billing account, all monies due and owing to the City of Homestead shall be due from the Customer on the next utility bill sent to said Customer. The parties further agree that should the Customer voluntarily terminate this budget billing agreement, said Customer would be entitled to reinstitute at its desire after six (6) month period has expired.

Please sign below once you have read and agreed to ALL of the terms set forth in this contract.

Address: _____ Account #: _____

By: _____ Date: _____
(Customer Signature)

<p><i>FOR OFFICE USE ONLY</i></p> <p>Budget Billing Start Date: _____</p> <p>Processed By: _____</p> <p>Approved By: _____</p>



BUDGET BILLING CANCELLATION FORM

Customer Name: _____ Account Number: _____

Address: _____ Start Date (Budget Billing): _____

I, _____, Customer of City of Homestead wish to cancel my contract for Budget Billing. I understand that the full process can take up to 30 business days to complete.

Please check off one of the following:

- I **would** like to re-establish a regular billing account with the City.
- I **would not** like to re-establish a regular billing account with the City.

Reason:

Customer's Signature

Date:

FOR OFFICE USE ONLY

Budget Billing Start Date: _____

Processed By: _____

Approved By: _____