



CITY OF MOUNT DORA™

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Budget Billing POLICY

August 2016

PURPOSE:

The City of Mount Dora Budget Billing program is designed to help customers avoid unpredictable and fluctuating bills by leveling out payments over the year allowing customers to plan their monthly payments and keep their budgets balanced. The service will be allowed only for residential customers and is a free service.

PROCEDURE AND REQUIREMENTS:

- Residential Customers must request the service. The following eligibility requirements are:
 - A Minimum of 12 months of continuous utility service.
 - No past due balances on the account.
 - No Cut-Offs within the previous 12 month period.
 - Sign the Policy acknowledging that they understand the terms and agreement to be placed on the Budget Billing Program.
 - The previous 12 months of history will be analyzed and a budget bill will be calculated.
 - An additional 10% will be added to help avoid a deferred balance growing too cumbersome to settle at the next adjustment period.
- The system will provide the customer with the following information:
 - The actual meter readings and consumption.
 - The actual bill amount based on the customer's consumption during the billing period.
 - The fixed budget billing amount for the period as previously calculated.
 - The budget deferred balance, which represents the difference between your actual bill and your Budget Billing amounts. (The amount due to the City or the amount due to the Customer)
 - A bill message advising of any additional charges that may be due along with your budget amount.
- In the event the account grows to more than twice the set Budget Billing feature for the utility account the following will occur:

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- The customer will be notified that account is in jeopardy of violation of the parameters agreed upon.
 - The Customer will be required to make an additional payment of ½ of this amount before the next billing cycle is complete.
 - Should Customer chose not to make the payment the program will be discontinued and the entire difference will be due before the next billing cycle is complete.
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- No payment plan or extensions are offered upon settling any deferred difference at the end of the next calculation period or upon cancellation by the customer. The difference will be calculated and applied to the next bill which will be due and payable as provided on that bill.
 - The start date of the new period begins on April 1st of each year and ends on March 31st of the following year. Customers will be automatically renewed on an annual basis with the new Budget Billing calculation based on actual previous year charges.
 - If a Customer or the City discontinues the Budget Billing Program for any reason the Customer will not be allowed to re-enter the program for a full 12 months and will be subject to the eligibility discussed in the beginning of this policy.
 - This Document will be signed by the Customer.
 - The signed document will be attached to the Customer's account.

Policy Approved by:

Mike Sheppard, Finance Director

Kim Leinbach, Interim City Manager

Account Approved by:

Customer Service Supervisor

Application for Budget Billing



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Customer Service Division, 510 N. Baker St., Mount Dora, FL 32757 – 352-735-7118

I hereby acknowledge that I have read, understand, and received a copy of the Budget Billing Policy. The program will continue until either the City or I discontinue the program. Written notice by either party must be provided for discontinuing the program. The previous 12 months of actual charges + 10% will determine the new Budget Billing Amount for the next term of the agreement.

Name: _____ Account Number: _____

Service Address: _____ City: _____ State: ___ Zip: _____

Budget Bill Amount: _____

Signature & Phone number

Date: _____