

BUDGET BILLING FAQ'S

What is Budget Billing? Budget Billing is a plan to help you budget for paying your utility bill. In the end you will still pay the same, but the amount you pay each month will remain fixed. This will allow you to budget your utility bill each month.

We cannot control the weather; Budget Billing can help smooth out the ups and downs of your utility bill. Paying an average, generally means that you will be paying more than usual in the winter months and less than usual during the summer months.

Who is eligible for Budget Billing? Eligibility for the plan requires that you have lived at or owned the property paying consecutive utility service at this address for the preceding 12 months. New homes recently connected or occupants who have moved from one location to another with less than 12 months history at the current address are not eligible for the budget billing option.

Will Budget Billing save me money? No. You will pay the estimated average amount each month. The only difference is you will spread the cost equally over a period of 12 months to avoid high utility bills during the summer months.

How will my payment be determined? Budgeting your utility bill allows you to pay the same amount each month. This amount is calculated by taking the total charges for the past 12 months and dividing it by 12, rounded to the nearest dollar. This is the amount you will be charged for the next 12 months unless a recalculation was deemed necessary to bring your bill more in line with your actual usage. Any balance owed or credit balance from the previous budget billing term is divided by 12 and incorporated in the next year's budget amount.

What methods of payment are available? You pay your budget bill just like you would a normal utility bill. The Town of Elizabeth accepts cash, checks, credit cards, and automatic bank draft. (Credit card payments are charged a convenience fee by the vendor, Invoice Cloud). You must come into Town Hall, call us at 303-646-4166 or register your account online to pay by Credit Card.

Will my meter be read each month? Yes. Your meter will continue to be read on a monthly basis. You will continue to receive a monthly bill as you have in the past. The bill will indicate current consumption and your budget billing monthly payment. Your monthly bill will also indicate the budget billing balance (plus or minus) to date.

When may I sign up for Budget Billing? Enrollment in the budget billing plan is offered throughout the year; each December, the monthly payment amount is recalculated for the next year.

What if I move during the year? Budget billing payments are determined for your particular residence and are not transferable. When service is terminated, the budget billing account is closed and a final bill is rendered.

When do I make monthly payments? Customers participating in the Budget Billing Plan must pay the full budget billing amount every month by the due date. Payments less than the budget amount will subject the customer to shut off.

As an added convenience, your utility payment can be drafted each month from your bank by using our Bank Draft Plan. This eliminates the time and effort it takes to mail or make payments in person.

What happens at the end of the Budget Billing period? In December, your budget billing amount will be recalculated for the next 12 months. Any balance owed, or credit balance from the previous budget billing term, will be divided by 12 and incorporated into next year's budget amount.

Some warnings and disclaimers: Note that the budget billing system is based on an estimate of average water consumption over a 12-month period of time. If the rates increase during the year, the increase will be reflected in your water bill. Also, your water bill can provide a useful indicator of any major change in consumption. For example, if you have an undetected leak and are on budget billing, you might not notice a variance, so be sure to watch the usage portion of your bill to detect problems.