



Budget Billing

Ups and downs of your utility bill can throw
YOUR budgets off balance...until now.

The City of Winter Park is pleased to announce that **Budget Billing** is now available for our *residential* customers.

As you know, your utility bill reflects all the services you use. It will be higher as you use more water and energy during peak heating and cooling seasons. With **Budget Billing** you will not get higher summer or winter bills because your payment is based on your charges billed and averaged over the last year. **Budget Billing** will help make planning your payments easier.

Your monthly bill will have how much energy and water used, actual bill charges, budget amount, and deferred balances. Some months you will pay for less than you actually used, and some months you will pay more.

How is your monthly charge calculated?

Your monthly **Budget Billing** amount is based on the average of your actual bill charges during the previous last 12 months (which may include electric, dusk to dawn lights, water, irrigation, garbage & trash, and stormwater utility fees, plus taxes, and franchise fees.

To keep the debit or credit deferred balance from becoming too large, your Budget Billing amount is recalculated every three months.

Recalculated charges are an average of your last 12 months of actual bill charges plus *accumulated deferred balances*.

What is a deferred balance?

The difference between actual billed charges and your **Budget Bill** amount each month is your *deferred* balance. If the deferred balance is a credit amount, your account has a credit which will be used in later months to reduce your bills during times of higher consumption. If the deferred balance is a debit amount, your account is carrying a balance forward and will be reduced during months of lower consumption.

Who is eligible?

Residential customers who meet the following criteria:

- ✓ NO disconnections for non-payment
- ✓ NO non-sufficient fund checks
- ✓ NO past due balances on account (account must be current)
- ✓ NO dishonored extensions
- ✓ Request to be on Budget Billing program

(OFFICE USE ONLY)

Effective Date _____

City-route _____

CITY OF WINTER PARK

401 Park Avenue South

Winter Park, Florida

32789-4386

UTILITIES BILLING

P 407.599.3220

F 407.599.3280



Budget Billing Form

If you would like to participate in the **Budget Billing** program, please complete the form below and return this page to:

City of Winter Park
Utility Billing Customer Service
401 South Park Avenue
Winter Park, FL 32789

This form will serve as authorization to set up your account on the **Budget Billing** program.

The **Budget Billing** program is a free service to all our residential customers. It is designed to help you avoid unpredictable bills and make balancing your budget a little easier. However, to remain on the service, you must pay your bill each month by the "Due Date." You may cancel **Budget Billing** at any time; however, there is a 12-month waiting period after the cancellation date before the program can be re-activated. Upon cancellation, all debit or credit balances will be applied to your next month's bill.

If you would like know how much your payment would be on the **Budget Billing** program or have any questions, please call 407-599-3220 and one of our Customer Service Representatives will be happy to assist you.

Customer Name (please print)

Utility Bill Account Number

Service Address

Phone Number

Social Security Number

.....
Authorized Signature