



## **BUDGET BILLING PLAN GUIDELINES**

Budget Billing is a payment plan available to City of Hamilton utility customers. The program spreads out the cost of utilities (electric, gas, water, wastewater) used during high-demand times of the year. Instead of seeing an increase in winter heating bills or summer cooling bills, Budget Billing breaks down total yearly usage into manageable monthly bills.

Hamilton Utilities will determine the customer's monthly budget payment amount based on expected energy prices and the previous 12 months of utilities usage at the current address. The customer will pay the budget amount monthly (at a minimum), with the last bill of the 12 month budget period being the "evening up" bill.

Additional details:

- Customers wishing to enroll in Budget Billing must have a \$0.00 utility account balance and must have a 12 month history at their current address. The Budget Billing payment amount is set based on the past 12 months of usage at that address.
- Hamilton Utilities may increase the Budget Billing payment amount at any time when the actual billings are consistently higher than the budget payment, or at the request of the Budget Billing customer wanting to avoid a large balance on their "evening up" bill.
- Upon receiving the second Budget Billing statement, a running balance will appear on a customer's billing statement in the form of a past due or credit amount (followed by a negative sign). This running balance refers to the previous month's ending balance before the current bill was produced. If the running balance is an amount owed when the "evening up" occurs, the customer must pay the entire balance due at that time. To remain on Budget Billing for the next year, a customer's utility account balance must be \$0.00.
- Customers enrolled in Budget Billing may, at any time, pay more than their budget payment amount to help reduce a large balance. The budget payment amount, however, **MUST** be paid at a minimum each month, even if there is a credit balance.
- If Hamilton Utilities owes the customer money when the "evening up" occurs, a check refund will be issued if the credit amount is greater than \$50.00.
- Recalculated Budget Billing payment amounts for the next 12 month budget period will be reflected on the next month's statement following the "evening up" statement.
- No late payment charges are applicable to customers enrolled in Budget Billing, and therefore, payment **MUST** be received by the due date each month. The billing system will



automatically remove a customer's account from Budget Billing if payment is not received by the due date. If a customer is removed from Budget Billing for failure to pay by the due date, they may be reinstated once in a 12 month period.

- If paying by mail or at a local financial institution, it is recommended that customers pay at least five (5) business days in advance of their due date to ensure that payment is received on time.
- If customers prefer to make payment on their due date, it is recommended to pay online via [EZ pay](#), in person at the Utility Customer Service Office (Hamilton Municipal Building 1<sup>st</sup> Floor, 345 High Street), or via the Night Deposit Box located at the curb on the Court Street side of the Hamilton Municipal Building.

For questions pertaining to the Budget Billing Plan or to request enrollment, please contact the City of Hamilton Utility Customer Service Division at 513.785.7100 – Monday through Friday, 8:00 am to 5:00 pm (EST) – or via email at [customerserviceweb@hamilton-oh.gov](mailto:customerserviceweb@hamilton-oh.gov).