



Balanced Billing Plan Application

Finance &
Information Systems

Effective: October,
2011

CUSTOMER NAME: _____

COMPANY NAME: _____

SERVICE ADDRESS: _____

BILLING ADDRESS: _____

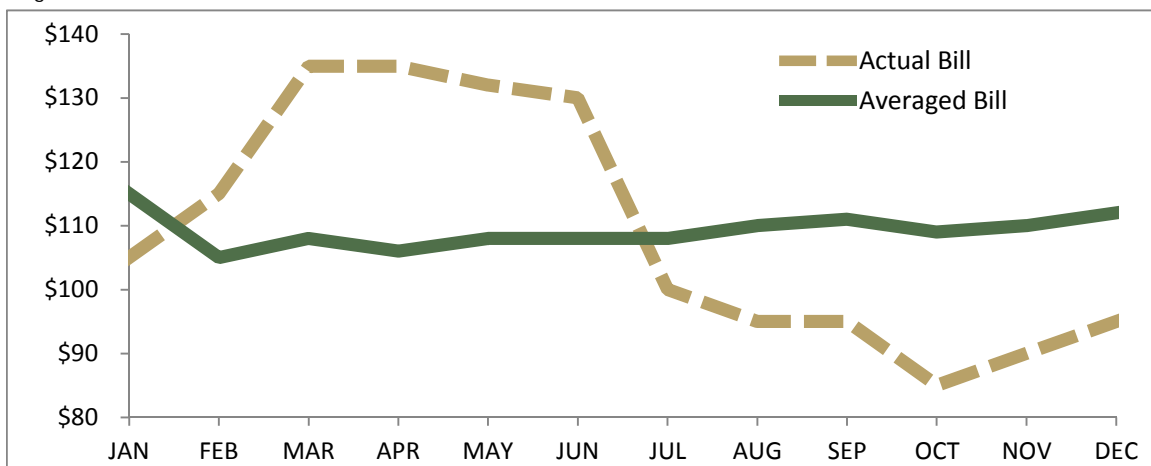
HOME PHONE: _____ WORK PHONE: _____

ACCOUNT NUMBER: _____

How the Plan Works

Balanced Billing assists customers in avoiding the highs and lows of their monthly utility bill. Your monthly bill is computed by taking an average of the previous 11 months' utility bills and combining with the current month's utility bill, and then divided by 12. This amount plus a small percent of any under-paid balance will be the amount of the "balanced bill." Comparisons of *actual use* bills to *balanced bills* are shown below. As the example illustrates, the utility bills will not be the same each month but will show much smaller variations. For the example customer, the maximum deviation fell from \$50 to \$10.

<i>Example Customer</i>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual Bills	\$ 105	\$115	\$135	\$135	\$132	\$130	\$100	\$95	\$95	\$85	\$90	\$95
Averaged Bills	\$ 115	\$105	\$108	\$106	\$108	\$108	\$108	\$110	\$111	\$109	\$110	\$112



Moving

If I move from one home to another within Brentwood, I remain eligible for the **Balanced Billing** plan. My bill average will be reset at my new location and may take several months to begin to affect the amount I am billed. Accumulated under- or over-payments will be billed or credited on the final invoice for the old address.



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Qualifications

The **Balanced Billing** plan is open to residential customers with no more than two late payments and no payment arrangements, returned checks or credit disconnections in the past 12 months.

Plan Conditions

I understand and agree to abide by the conditions established by City Resolution 2005-68 and related administrative procedures establishing the Balanced Billing plan:

- The account for which I am making application is in my name.
- I must have been a City of Brentwood utility customer for at least 12 months.
- I must have maintained the requisite credit history during the past twelve months to qualify for participation in Balanced Billing. During that period, I may not have had more than two late payments nor have been on payment arrangements or disconnected for non-payment.
- Once in Balanced Billing, if I have more than two late payments or elect payment arrangements, I will be dropped from the plan. If I am dropped, I must maintain the required payment record for twelve months before applying for reinstatement.
- If I move, balanced billing will be reset and begin with the first bill at the new location. Balanced billing may take several months to have a positive impact on my account after a move.
- My bills will vary slightly each month. In some months, the amount I may be billed may exceed the charges for actual use. In other months, I may pay less than the true cost of my actual utility use.
- The utility billing computer system will track the under- and over-payments for each customer. I may contact the utility billing staff to learn whether my account has a debit or credit balance.
- If I decide to withdraw or am dropped from the Balanced Billing plan for any reason, the full amount of any unpaid balance will be due and payable in full in the next utility bill issued. If I am due a refund for overpayment, that amount will be credited to my account on the next utility bill issued.
- The City of Brentwood reserves the right to adjust or terminate this plan at any time with written notice to participants.

To demonstrate my understanding of, and agreement with, the above provisions, I sign and date this application.

Signature of Account Holder

Date