



HARLAN MUNICIPAL UTILITIES REQUEST FOR BUDGET BILLING

I, _____, request that Harlan Municipal Utilities place my utility account, located at (address) _____, on the Budget Billing Program, beginning with the bill that is due _____, 20__.

I was given, and have read, HMU's letter on the Budget Billing Program. I fully understand that regardless of how much my monthly budget payments are, I will always be responsible for payment of all utilities I actually use. If I move, am disconnected for non-payment, or go off the program for any other reason, all budget balances become due and payable with my next billing or before reconnection can occur.

Budget Billing is considered a "payment agreement" under the Iowa Utility Board rules; and if you fail to make your budget payments, HMU is not required to offer you a second payment agreement.

The same rules which apply to standard customer billings regarding delinquent accounts, penalties, shut offs, etc., also apply to accounts on Budget Billing.

Signed _____

Date _____

HMU OFFICE USE:

The undersigned HMU Employee has provided

Customer Name: _____ Acct # _____

with our Budget Billing letter and discussed the program with him/her.

Employee Signature _____

Date _____



Telecommunications
Electric
Water
Gas

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HARLAN MUNICIPAL UTILITIES BUDGET BILLING INFORMATION

HOW DOES BUDGET BILLING WORK?

HMU will calculate your level-pay, or budget amount, based on the past 12 months history of your utility usage. You will pay this amount each month for the next 12 months, however, **you will always be responsible for payment of all utilities that you actually use.** Budget payments that exceed actual usage will result in a “credit” balance. Budget payments that are less than your actual usage will “dip into” any credit you may have built up. Each April, all budget customers’ accounts will be reconciled and recalculated. The amounts in your account balance (whether ahead or behind) will be rolled into your new budget payment figures for the next 12 months.

HOW DO I KNOW WHAT MY ACCOUNT BALANCE IS?

There is a line at the top of your monthly utility bill that tells you your actual account balance BEFORE you pay that bill. If this figure is a credit, it will have the letters CR (credit) behind it. This means that you are ahead (you have paid more than your actual utility bills). If the figure does NOT have CR behind it, you are behind (you have paid less than your actual utility bills). In other words, if you have a credit, HMU owes you a credit. If you are behind, you owe HMU for the amount your actual utility bills have exceeded the budget payments you have made. At the bottom of the utility bill, you will notice a line that says “YOUR TOTAL ACCOUNT BALANCE”. You should note this balance each month, take into account any payments you are going to make that month, and monitor it closely so you do not get behind on your utility bill over time.

WHAT IF MY ACCOUNT BALANCE SHOWS I OWE A LARGE AMOUNT AND HOW CAN I AVOID THIS EACH APRIL?

If you have a substantial account balance due, and you do not think your payments are high enough each month to cover your bill, please contact our office and discuss this with our staff. We can increase your budget payments so that these balances will not be so large when we reconcile your account each April.

MONITOR YOUR BUDGET ACCOUNT BALANCE EACH MONTH. You, and only you, know if there has been a change in your lifestyle that will affect your utility usage (i.e got married, had a baby, put in a new lawn, installed central air, etc).

NOTIFY OUR STAFF if you feel your budget payments are not going to cover your usage. Adjustments can be made to increase your payments.

ALWAYS PAY YOUR BUDGET PAYMENTS IN FULL. When you only pay a portion of your budget payment or miss a payment, your account falls behind and you will be removed from Budget Billing.

CONTINUE TO CONSERVE YOUR UTILITY USAGE. Think of it as if you were paying your actuals bills each month. Don’t fall into the trap of thinking that your bill is only going to cost so much no matter how much you use. When reconciliation month comes around in April, that extra usage is going to increase your payments for the following year.