

## UTILITY CUSTOMER SERVICES

### Budget Bill Program

#### How does the Budget Bill Program Work?

The Budget Bill Program allows residential and commercial customers to average their utility costs based on the most current billing history for their account at a premise and is designed to even out those high winter-heating and summer-cooling utility bills.

A budget bill payment is based on the average of your monthly charges for the past twelve (12) months at your current location. Budget bill payments will be checked against actual current charges for your account and will be recalculated semi-annually to reflect any increases or decreases in your monthly charges.

#### How do I qualify for this program?

- You must be a City of Redding utility customer who has received service at the same location for the last twelve (12) months.
- Your account must be current (no past due amounts).

#### What other information should I know about this program?

You may cancel your budget bill payment at any time, at which time your next regular bill will be a settlement bill and will include all unpaid and current charges.

If budget bill payments are not made promptly the account may become ineligible and be removed from the Budget Bill Program, at which time your next regular bill will be a settlement bill and will include all unpaid and current charges.

#### How do I apply for the Budget Bill Program?

If you are interested in applying for the Budget Bill Program complete the form below and return it with your next utility payment or mail the form to: City of Redding Utility Customer Services, PO Box 496081, Redding, CA 96049-6081 or call the office at (530) 339-7200 or toll free 1-866-267-8845.

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\_\_\_\_\_ Please sign me up for the Budget Bill Program

Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Service Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I understand and would like to participate in the Budget Bill Program