

Sikeston Board of Municipal Utilities Budget Billing Policy

The Sikeston Board of Municipal Utilities will offer two Budget Billing options to customers. The options are a 'levelized billing' plan and a 'fixed billing' plan.

The levelized billing plan charges the customer based on their rolling 12-month average usage. On this plan:

- The customer's average usage for the past 12 months will be calculated, then multiplied by the current rates and rounded to the nearest dollar. Any non-consumption based charges applicable for the month will be added to the calculated amount (i.e. solid waste, minimum customer charges, miscellaneous fees).
- The customer's bill will fluctuate slightly each month
- The account does not reconcile until the customer account is final or is removed from the levelized billing plan. There is no annual "true-up month".
- Customers may sign up any time throughout the year.
- At initial sign-up, the customer service representative will not be able to provide the exact amount that will be charged monthly since it will fluctuate, but we can provide an account history for the prior 12 months to give the customer a general idea of what their billing will be.

The fixed billing plan charges a fixed amount every month using an average that is calculated each May. On this plan:

- The average is calculated in May by adding the prior 12 months' usage and dividing it by 11. This average usage is multiplied by the current rate and rounded to the nearest five-dollar increment. This average will be the budget billing amount for the next 12 months. Any non-consumption based charges applicable will be added to the budget billing amount each month (i.e. solid waste, minimum customer charges, miscellaneous fees).
- The customer's bill will remain the same every month for June – April, unless the customer incurs a miscellaneous fee charge.
- The account will be reconciled in May (the "true-up month"). If the customer has a credit balance, they will not make a payment in May. If the customer has a balance due, they will be required to pay the balance in full in May.

Eligibility for Budget Billing:

- Customers in the Residential rate class who have 12 months of history at their current address are eligible for either the levelized billing plan or the fixed billing plan.
- Customers in the Small General Service rate class who have 12 months of history at their current address are eligible for the levelized billing plan.
- Residential customers who are currently on a Budget Billing plan and are moving to a new address may continue on a levelized billing plan. The levelized billing plan will begin a new rolling average of the customer's usage at their new address.
- Customers who have incurred two or more late fee penalties in the past 12 months are not eligible for Budget Billing

- Customers with a past due balance are not eligible for Budget Billing. The customer will be required to pay their outstanding balance prior to enrollment.

Enrollment Procedure:

- Customers can be enrolled in Budget Billing program in our office, over the phone, or online.
- There will be a form to be completed, which will also be available online. If using the online form, the customer can either print it and bring it to our office or submit it to customer service through a link found on our website.
- A customer service representative will review the form and the customer's account history to check qualifications, and will complete the enrollment for qualified customers. Once enrolled, the change will go into effect for the next billing.
- In order to verify identity, the customer will be required to provide either 1) a photo ID, 2) the social security number on the account if applicable, or 3) all of the following: the name on the account, account number, service address, and billing address.

Removal from Budget Billing:

- Customers may choose to discontinue Budget Billing at any time by coming into our office or by calling or emailing customer service.
- A customer will be removed from Budget Billing if they receive more than one late fee penalty within 12 months.
- The account will be reconciled and must be paid in full at the time of removal.
- A customer who un-enrolls from Budget Billing will be eligible to re-enroll after 12 months.