



## Sikeston Board of Municipal Utilities Budget Billing Policy

The Sikeston Board of Municipal Utilities (BMU) offers two Budget Billing options to eligible customers: **Variable Budget Billing Plan** or **Mixed Budget Billing Plan**.

### Variable Budget Billing Plan

The Variable Budget Billing Plan charges the customer based on a rolling 12-month average of their usage.

Under this plan:

- The customer's average usage for the previous 12 months is calculated, multiplied by current rates and rounded to the nearest dollar.
- Any applicable non-consumption charges are added to the calculated amount, including solid waste charges, minimum customer charges, and miscellaneous fees).
- The customer's bill may fluctuate slightly from month to month.
- There is no annual reconciliation or "true-up" month. The account is reconciled only when the customer is removed from the plan or the account is finalized.
- Customers may enroll at any time during the year.
- At enrollment, the customer service representative cannot provide an exact monthly billing amount due to monthly fluctuations. However, a 12-month usage history may be reviewed with the customer to provide a general estimate of the monthly billing.

### Mixed Budget Billing Plan

The Mixed Budget Billing Plan allows customers to pay a set amount each month based on their annual usage, which is calculated every twelve months.

Under this plan:

- Once each year, BMU calculates your average monthly usage by adding the previous 12 months of usage and dividing by 12. This average is multiplied by the current rates and rounded to the nearest five-dollar increment. The calculated amount becomes your fixed budget billing payment for the next 12 months. Any non-consumption charges such as solid waste, minimum customer charges, or miscellaneous fees will be added to your monthly bill.
- Your budget billing amount will remain the same each month for 12 months, unless additional miscellaneous fees are applied to your account.
- Twelve months after enrollment, your account will be reviewed and reconciled.
  - If your account has a credit balance, no payment will be due during your reconciliation month.
  - If your account has a balance due, the remaining amount must be paid in full during your reconciliation month.
- Customers may enroll at any time during the year.

## Eligibility Requirements

To qualify for Budget Billing, customers must meet the following criteria:

- Residential Customers must have at least 12 months of billing history at their current service address.
- Small General Service Customers must have at least 12 months of billing history at their current service address are eligible for the variable billing plan only.
- Residential customers currently enrolled in a Budget Billing Plan who move to a new address may continue participation in the Variable Budget Billing Plan. A new rolling average will begin at the new service location.
- Customers who have incurred two or more late fee penalties within the previous 12 months are not eligible for Budget Billing
- Customers with a past due balance are not eligible.

## Enrollment Procedure

- Customers may enroll in Budget Billing in person, by phone, or online.
- A Budget Billing enrollment form must be completed and is available both in office and online
  - Customers submitting the form online may either print and deliver it to the office or submit it electronically through the BMU website.
- A customer service representative will review the completed form and the customer's account history to confirm eligibility.
- Once approved, enrollment will take effect on the customer's next billing cycle.
- To verify identity, customers must provide one of the following:
  - A valid photo ID
  - The social security number listed on the account
  - the name on the account, account number, service address, and billing address

## Removal from Budget Billing:

- Customers may voluntarily discontinue Budget Billing at any time by contacting BMU customer service in person, by phone, or by email.
- Customers will be removed from Budget Billing if they receive more than one late fee penalty within a 12-month period.
- Upon removal, the account will be reconciled and any balance due must be paid in full.
- Customers who voluntarily cancel the Budget Billing program may re-enroll after 12 months provided all eligibility requirements are met.