

## **Level Billing Policy**

**The City of Piqua offers an Electric Level Billing Option to residential customers. The plan is designed so customers can pay the electric portion of their bill in 12 equal monthly amounts rather than experience the seasonal fluctuations of normal billing. The 12 equal payments are based on the past electric meter history. Although the amount to be paid each month remains the same for the electric, actual charges are calculated monthly and any difference between the amount paid and the amount charged becomes deferred balance to be paid each September.**

**A settle-up process occurs once each year in September and any deferred balances are applied to the account. This amount is also used in the calculation of the level payment amount for the next year. The customer will then automatically be started on Level Billing in October unless they request to be removed from the program. Eligible accounts may be placed in Level Billing from September – March of each year.**

**Any residential utility customer may apply for the plan, from September – March, providing they have lived at the current residence for one year and their account does not contain any arrears. Level Billing amounts must be paid monthly. Failure to pay the level amount each month by the due date will result in termination of participation in the Level Billing program.**

**Customers may apply for Level Billing by contacting the Utility Billing Office.**