

Budget Billing Application

Applicant's Name _____

Phone Number _____

Name on Bill _____

Service Address _____

Utility Account Number _____

Yes, I would like to participate in Florence Utilities Budget Billing Program. I have thoroughly read and understand the guidelines of the program. I understand that failure to comply with these guidelines will result in my immediate removal from the program and that my account must be paid in full at that time.

Applicant's Signature _____

Date _____

For Florence Utilities Use:

Approved by _____

Date _____

Paid in full date _____

Budget amount _____

Please detach and return to:

Florence Utilities
Budget Billing Program
P.O. Box 877
Florence, AL 35631-0877

To calculate the budget billing amount, the customer's last twelve months utility usage is averaged, 5% is added to allow for any increase in usage that may occur, and the current utility rates are applied. It is important to note, however, that this is an **estimate** and does not guarantee that the customer will use the exact amount during the upcoming year as they did the previous year. Factors such as weather, number of members in a household, etc. will have an effect on each customer's actual utility usage. Actual monthly charges are calculated using the rates in effect at that time.

Regardless of when a customer is added to the Budget Billing Program, the May/June billing cycle will be used as the **settle-up month**. Settle-up billing allows the customer to begin using any accrued credit on their account, or allows Florence Utilities to collect any under-billed amount for actual usage. During this time, any accrued credit is applied to the customer's account monthly until all credit is expired. If "**Budget Amount Due**" is followed by a **CR**, no payment is due. The customer's budget billing amount is then re-averaged using the most current twelve month history, and a new cycle begins. Any optional charges such as a Heat Pump Loan, Project Help, Green Power, etc. are not included in that amount but will be added to this total on the customer's utility bill.

Customers should **monitor** their utility bills each month to help ensure against receiving an extremely large bill during the settle-up month. Because the budget billing amount does not change throughout the budget billing cycle until the settle-up month, it does not adjust itself if the customer begins to use more utility service than the budget billing amount covers. Therefore, it is the customer's responsibility to be aware of their actual utility usage. This can be done by simply checking the **Total Charges This Bill** amount on your utility bill. This is a running total of your over

usage or under usage since the beginning of the current cycle. (If your bill is unpaid at the time you review it, then the current month's budget due amount will be deducted from that figure when paid.) If this amount is significantly larger than the **Budget Amount Due**, it may be beneficial to raise the budget billing amount to compensate. Please do not hesitate to call your Budget Billing Administrator to discuss whether or not this would be advisable.

When on the Budget Billing program, each bill must be paid in **full and by the due date** every month, regardless of any credit that has been accumulated in actual usage. If the account is not paid, Florence Utilities may remove the customer from the program. Or if, at any time, a customer is unsatisfied with the program, they may request to be removed. In either case, the account must be paid in full at the time it is removed from Budget Billing. Should the customer wish to re-apply for the program at a later date, they must wait twelve months to do so.

Many customers choose to use **Florence Utilities Bank Draft Program** in addition to Budget Billing. These programs can complement each other well. However, in the event of receiving a high utility bill during the settle-up month, the customer should be aware that the amount drafted will still be withdrawn in full and on the due date. It is the customer's responsibility to make sure that there are sufficient funds in their bank account to pay the draft when it is presented.

For any questions regarding the Budget Billing Program, please call **(256) 718-3210**.

Bank Draft Program

With today's busy lifestyle, many of us want to simplify our everyday tasks. One good way to do this is to enroll in Florence Utilities' Bank Draft Program to pay your utility bill. By participating in this program, you no longer have to write and mail checks to pay your utility bill each month. Once you are enrolled in the program, there's nothing to mail, no checks to write, and no stamps to buy. It saves you both time and money.

Each month under this program, on your payment due date, Florence Utilities automatically drafts the exact amount of your bill from your bank account. This convenient payment option insures you will never pay a late fee because you forgot to pay your utility bill.

You will continue to receive a bill each month so you can monitor your account. It will be marked "Paid by Bank Draft." We encourage you to review the bill each month. It is important to know how much money is being drafted from your account, as well as when it will occur.

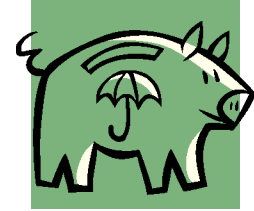
This program is open to all classes of customers – commercial and industrial, as well as residential. Most of our customers can qualify for it. However, it does require the customer to maintain a checking or savings account at a bank or credit union, although the bank or credit union does not have to be local. If a customer has a "Cash Basis Only" status at Florence Utilities, they cannot participate until this has expired.

There is no charge for this service. However, it is the customer's responsibility to make sure there are sufficient funds in his/her account to pay the draft when it is presented. Florence Utilities charges for drafts which are returned unpaid by the bank. We also reserve the right to remove those customers with multiple returned drafts from the program.

This program is not for everyone. However, many of our customers have found that it works well for them. There are approximately 4,700 accounts paid through it monthly. If you try the program, and are not satisfied, you can easily withdraw.

If you have questions concerning this program, please call Florence Utilities at (256) 718-3221. If you would like to enroll in this program, please call us at the same number, and we will send you an application. Or if you prefer, you can apply through the website at florenceutilities.com under the Pay Your Bill link.

Florence Utilities Budget Billing Program



The Budget Billing program is designed to allow approved residential customers the opportunity to make a more leveled monthly utility payment than they otherwise would be likely to do. Qualification for the program requires that the customer has had service on the Florence Utilities system for the past twelve months, has no existing account balance other than a credit balance, and is not currently in suspension from the Budget Billing Program.

www.florenceutilities.com