

**HAWLEY PUBLIC UTILITIES
BUDGET BILLING POLICY
MAY 23, 2017**

This policy is in effect for Hawley Public Utilities Commission (PUC) residential and commercial customers to sign up for Budget Billing. (NOTE: the Budget Billing program is not available to 3 Phase and Large Commercial customers.) The benefit to Budget Billing is to even out utility costs by paying a more consistent amount each month for the Natural Gas, Electric, and Water portions of the bill.

The annual budget cycle encompasses 12 billings, from June 1st through May 1st. This timing allows a customer to build up a credit on the account in the summer months prior to the higher winter heating months.

A customer can enroll in the budget billing program once per year – by May 10th. Customer can end their participation in budget billing at any time by notifying City Hall in writing.

Customers new to the Budget Billing program will need to fill out an application agreeing to the terms of the program. This form is available at City Hall and on-line www.hawley.govoffice.com

Customers whom have been on the Budget Billing program can continue on the program and their enrollment will continue based upon this notice as acceptance of terms of the program.

Generally the budget amount will be determined by using the previous 12 months of billing history for the customer, an estimate of rates (to include potential increase estimates), and an estimated percentage to account for weather. The intent of the program is to bill for an estimated “normal” weather season.

Customers will receive their monthly utility billing that shows both the actual usage/charges and the budget amount currently due.

PLEASE NOTE: The monthly amount due will vary because **actual:** taxes, MinnKota Wind charges, and sewer charges are billed each month.

Staff will monitor the Budget Billing status. Any account that is falling behind on the account balance because of more usage than projected; adjustments to the budget amount will be made. Any account that is accumulating too large of a credit because of less usage than projected; adjustments to the budget amount will be made. Customers will be notified in writing of any Budget adjustments.

To be eligible and to remain on the Budget Billing the customer must meet all of the following conditions:

- 1) Have a 12 month billing history at utility location
- 2) Be current in utility payments and have a good paying history. (No more than one (1) penalty in a 12 month period.) Account has to be paid in full when enrolling in the program – May 10 of the year.
- 3) Agree to pay the full budget amount due by the 10th of each and every month.
- 4) Agree that budget billing accounts are ineligible for time extensions or a payment arrangement to pay budget amount.
- 5) Agree that after two (2) delinquent payments, customer's account will be removed from budget billing and customer will have to wait until the next May before being allowed to enroll in the program again.
- 6) Agree that if any NSF payment is received on account that account shall be immediately removed from budget billing.
- 7) Agree to pay any adjustments to budget amount as notified.

Adopted by the Hawley Public Utilities Commission this the 23rd day of May, 2017.

ATTEST:


Justin Martin, President


Lisa Jetvig, Clerk Treasurer