



LEVEL PAY/BUDGET BILLING

PLEASE FILL OUT AND
RETURN TO OUR OFFICE
BY **OCTOBER 31, 2023**

October 1, 2023

Dear City of Waynesville Utility Customer:

The city will have registration for the "Level Payment Plan" beginning **January 1, 2024 – December 15, 2024**. If you are interested in this program, please see the Utility Billing Office or mail in your registration form to City Hall. **All registration forms must be received by October 31, 2023.**

You must have been a resident/customer at your current address with the City of Waynesville for the past 12 months and be in a "faithful pay" status with the Utility Office meaning no more than three (3) delinquent payments posted on your account during the time period specified.

Your average cost for the prior 12 months of utilities will be calculated and will be utilized to calculate your monthly payment. Special circumstances can be made with approval from City Administrator, City Clerk or Utility Supervisor.

I WISH TO BE CONSIDERED FOR LEVEL PAYMENT / BUDGET BILLING PLAN ON ALL SERVICES AT THIS LOCATION

NAME _____ PHONE NUMBER _____
(Must be listed as applicant or co applicant)

SERVICE ADDRESS _____ ACCT # _____

**LEVEL PAYMENT PLAN / BUDGET BILLING
RESIDENTIAL AND SMALL COMMERCIAL CUSTOMERS ONLY**

- 1) Customer must have established twelve (12) months history at current residence with the City of Waynesville.
- 2) Customer must have good payment history with no more than three (3) late payment penalties in the last twelve (12) months.
- 3) **A Customer on the Level Payment Plan must pay their bills by the 15th of every month. If a customer becomes delinquent, they can be removed from the Level Payment Plan.**
- 4) The Level Payment Plan begins each year for the December billing cycle (Bills received in January). **Any balances due must be paid before a customer can restart a level payment plan.**
- 5) **A Customer applying for the Level Payment Plan must do so every year.**
- 6) The customer is responsible for keeping track of his/her utility balance during the course of the budgeted year. Customer's balance will be noted on the top line of their Utility Bill monthly. If, during the course of the year, the Customer's budgeted amount is not enough to cover the monthly bill, it is the customer's responsibility to contact the Utility office to adjust the budgeted amount if necessary.

SIGNATURE _____ DATE _____

