

Harriman Utility Board

Budget Billing Policy

HUB POLICIES

HUB-CS-BBP-111918-001

December 27, 2018

Contents

1. Purpose	3
2. Prerequisites and Applicable Services	3
3. Application Process.....	3
4. Billing Details	3
5. Voluntary Withdrawal from the Program	3

1. Purpose

The Harriman Utility Board offers a Budget (or Average) Billing Program as a convenience to its customers. The program applies a fixed monthly rate based on the Customer's average usage over a twelve-month period. This is intended to aid the customer in budgeting funds accordingly.

2. Prerequisites and Applicable Services

- a) The applicant's complete balance must be paid in full before enrolling in the Budget Billing Program.
- b) The applicant's account shall have no history of tampering.
- c) At least twelve months billing history with HUB (unless otherwise approved by the Customer Service Manager on a case-by-case basis).
- d) The Program is not available to commercial accounts.
- e) This Program applies to all utilities offered by HUB. TVA loans and other miscellaneous service charges are not applicable.

3. Application Process

- a) Applications for the Program are accepted at any time, provided the account meets the criteria detailed above.
- b) The customer must sign an application form and the account must be in the name of the person signing the form. Accounts are non-transferrable.

4. Billing Details

- a) The monthly payment is determined by the average of the previous twelve months' history (or another period as determined at the discretion of the Customer Service Manager).
- b) Accounts under the Program will be evaluated, and the Budget Payment Amount will be adjusted in April and October of each year.
- c) Payments must be made by the regularly scheduled due date regardless of the balance. Enrollment in the Program does not entitle a customer to miss payments.
- d) If a payment is missed, or the minimum Budget Payment Amount is not paid each month, the customer will be removed from the Program and all past due amounts will be due at the next billing due date.
- e) The Customer's meter will be read each month, and their bill will show actual usage and charges in addition to the monthly budget payment.
- f) If at any time, the Customer feels the payment is not high enough to cover their bills, they may call to request that the amount be changed.

5. Voluntary Withdrawal from the Program

The customer can request to be removed from the Program at any time. However, any past due amounts will become due when the customer is removed from the Program.