

WE NOW OFFER BUDGET BILLING!!!

The City of Westmoreland now offers budget billing to anyone that has been an active customer at the same service address for at least thirteen months.

WHAT IS BUDGET BILLING?

Budget Billing is a free service that helps make your bill amount more predictable. Your amount due each month is figured by taking an average of your previous twelve months usage.

DOES BUDGET BILLING MEAN I WILL PAY THE SAME DOLLAR AMOUNT EACH MONTH?

No. Some budget billing plans will bill you the same amount for eleven months and then you will have a “settle up” month. Because we do not have a “settle up” month, your average may change each month, making your amount due possibly vary a dollar or two, higher or lower, each month.

WILL I EVER HAVE TO “SETTLE UP”?

Any time Budget Billing is stopped on an account, the customer will be responsible to pay any charges due in full at that time, or they may have a credit due to them. Budget Billing may be cancelled any time at the customer’s request. Customers will automatically be removed from Budget Billing if they are cut off for non-payment. Also, when an account is closed, the “settle up” will take place.

WHAT IF I HAVE A LEAK?

Even during a high usage month, such as a leak or filling up a pool, your bill would not see a drastic increase due to paying the average. This means the cost would be spread out over a few months. In addition to this, many leaks are eligible for a leak adjustment based on certain requirements. Although we offer as much assistance as we can, it is important that all customers monitor their water usage.

HOW DO I SIGN UP?

Either come by City Hall and fill out a form or call us and submit the form via fax or e-mail. Once you sign up, it will begin the next billing cycle.

WE ALSO OFFER BANK DRAFT AS WELL AS ONLINE AND TELEPHONE PAYMENTS

Budget Billing Policy

1. In order to be eligible for the Budget Billing program you must be an active customer in our system for at least thirteen months at the address where you want the budget billing set up. If you move, you will have another waiting period and have to sign up again after thirteen months.

2. Accounts must have a zero balance due at the time of application.

3. Bill amount will be based on the previous twelve months of usage.

4. In the event the account is disconnected for non-payment (cutoff), the customer will be removed from the Budget Billing program without prior notification and all charges will be due in full at that time.

BUDGET BILLING AUTHORIZATION

Account Name: _____

Account Number: _____

Service Address: _____

I hereby authorize the City of Westmoreland to place my account on their Budget Billing Plan for the utilities located at the address listed above. I have read and understand the Budget Billing Policy. I understand that I may request in writing to be removed from the Budget Billing Plan, at which time any balance will be due in full.

Signature (must be the name on the account)

Date