



BUDGET PAY PROGRAM

11/5/2023

CUSTOMER RT/ACCT #

NAME ON ACCT

SERVICE ADDRESS

PHONE NUMBER

BUDGET PAYMENT

CHOOSE ONE:

BUDGET AMOUNT CHANGE TO:

IF REMOVE - Type of Customer Information Verified _____
REASON FOR REMOVAL _____
AMOUNT OF CREDIT BALANCE TO REFUND _____

CUSTOMER SIGNATURE _____

NOTE: The payment plan amount is setup for 12 months, after 12 months the account will be re-evaluated.

Submitted By: _____

FOR OFFICE USE ONLY

CONTACT INFORMATION:

ACTION TAKEN:

DATE: _____

Budget Pay Guidelines

A budget pay customer must have an Active account with 12 months of continuous history.

A budget pay customer may not have an outstanding balance at time of sign up.

A budget pay customer should pay the amount agreed to as the budget payment, plus all other charges. If additional amount is paid for the gas service, this may be refunded.

A budget pay customer is responsible for the total amount billed and agrees to pay all outstanding balances before being removed from the program, regardless of the budget pay balance.

A budget pay customer will be removed from the program if payments are not made timely. If you are disconnected for any reason, you may not continue on the budget pay program. Any budget pay credit cannot be transferred to new location.

Active Customer: If the budget pay credit is \$300.00 or more, the customer may request a refund check. If the budget pay credit is less than \$300 and the customer requests to continue the budget pay program, then the budget pay credit amount will figure into the new payment plan. If the amount is less than \$300 and the customer no longer wants to participate in the program, then the budget pay credit amount will apply toward the as bill.s

Inactive Customer: If the customer's credit is greater than the final bill after applying the budget pay credit, a check may be issued for the difference. If the bill is greater than the credit all budget pay credit will be applied to the account.