



## REQUEST TO PARTICIPATE IN LEVELIZED BILLING

The Levelized Billing program is a free program designed to prevent the drastic fluctuations in your monthly utility bills, even during the hottest and coldest months of the year.

The calculation of the Levelized Billing amount includes all utility services at the service address. Under levelized billing, each monthly bill is the rolling average for the most recent 12 months. For instance, this month's bill would be the average bill amount of the previous 11 months, plus this month. Therefore, the bill amount will change slightly from month to month.

Because the Levelized Billing amount is recalculated every month based on our rolling average formula, the need to settle balances annually is eliminated. The only time you must reconcile your account is when service at the location is discontinued or participation in the program is terminated. Any excess (credit) or shortage (debit) from Levelized Billing compared to actual billing will be applied to the next month's or the final bill.

### Customers who meet the following requirements are eligible to participate:

- You must be a customer for at least 12 months at the same service location.
- Your account must have a zero balance at the time of enrollment.
- You must have acceptable payment history on your utility account – no returned checks or disconnects for non-payment and no more than two late payments within the last twelve months. Failure to maintain good payment history may cause the account to be removed from Levelized Billing.

**Customer Name:** \_\_\_\_\_

**Service Address:** \_\_\_\_\_

**Account Number:** \_\_\_\_\_

**Contact Phone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

The Levelized Billing program for the City of Troy has been explained to me. I understand that by submitting this form, I am applying for my account to be placed on Levelized Billing. I am aware that either the City of Troy or I may cancel my participation at any time. I know once I've been removed from Levelized Billing, I must wait a year before requesting participation in the program again. I understand my participation will be subject to the standard service policies of Troy Utilities.