



Utility Billing Average Monthly Payment Policy

Purpose:

The City of Monroe Average Monthly Payment (AMP) program is designed to help customers avoid unpredictable and fluctuating bills by leveling out payments over the year allowing customers to budget their monthly payments. The AMP will be for residential customers and is a free service.

Requirements:

- Residential customer must request AMP
- Customer must have had a minimum of twelve (12) months of continuous utility service with the City of Monroe
- Balance should be current with no past due amounts owed
- No non-payment cutoffs within the past twelve (12) months
- If removed from AMP for any reason, can not be added back to AMP for twelve (12) months.

Monthly payment will change each month based on the average of the prior twelve (12) months of bills & will begin with the billing cycle after this agreement. If the account is eligible, extensions may be granted while on the AMP program. If services are cutoff for non-payment or for any reason while on the AMP program, the full balance will be due prior to reconnection and the account will be removed from the AMP program for twelve (12) months.

I hereby acknowledge that I have read and understand the Average Monthly Payment (AMP) Policy. The program will continue until either the City or I discontinue the program based on the information in this Policy.

Customer Name: _____ Account Number: _____

Signature: _____ Date: _____



FAQs about Average Monthly Payment (AMP)

What is Average Monthly Payment (AMP)?

The AMP program averages the prior twelve (12) months of utility bills to determine an average monthly payment amount due. This is a rolling twelve (12) months so the average monthly payment due will fluctuate monthly.

What are the benefits of AMP?

The benefits of AMP are to help avoid unpredictable bills by leveling out monthly payments to help you budget accordingly.

Who can enroll in AMP?

All residential customers who are current with no past due balances, have had a minimum of twelve (12) months of continuous utility service and no non-payment cutoffs within the prior twelve (12) months.

What are my monthly energy costs with AMP?

You will pay your AMP amount each month. Your actual electric, natural gas & water consumption is still billed.

How do you calculate my AMP?

The AMP amount is calculated by taking the current month plus the prior eleven (11) months of bills & dividing by 12. (Example: 12 months of bills total \$5,671.81 divided by 12 = \$472.65. This month your AMP would be \$472.65)

How can I enroll in the AMP program?

You can easily request enrollment with our online enrollment request form. Complete the online form and one of our Customer Service Representatives will contact you to let you know if you are approved.

When does AMP take effect?

It will take effect on the next billing cycle after enrollment.

Does the AMP amount ever increase or decrease?

Yes. Since this is an average of your prior twelve (12) months of utility bills, the amount due will change each month based on the average of your actual bill.

Is there a "settle-up" period?

No, there is no settle-up period. Only if you request to be removed from the program, are removed from the program due to non-payment or discontinue services you will then be required to pay the full balance on the account.