



**CITY OF KIEL, 621 6<sup>TH</sup> STREET, P.O. BOX 98, KIEL, WI 53042-0098  
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**Docket ID 2850-BA-100 Finding 3: Budget Payment Plans**

**Kiel's documentation of the budget payment plans including form used, terms and conditions and also frequently asked questions to assist customers that request budget billing plans. The information is provided at the Kiel Utilities, 621 6<sup>th</sup> Street, Kiel WI 53042 and on the city's website. <https://kielwi.gov/pay-your-bill>**

**Kris August, General Manager Utilities**

# Kiel Electric Utility Budget Billing

Budget Billing is designed to eliminate the highs and lows in your energy bills, so your bill remains stable from month to month.

## It's simple and free

We calculate your estimated yearly energy cost by averaging your historic use and dividing it into 12 equal payments. Every 6 months, your account is reviewed, and your payment amount may be adjusted to more closely reflect your actual use. Your bill for the 12th month will then include any difference between what you paid and the actual cost of the energy you used throughout the year.

If you paid too much, we will apply a credit to your bill. If you paid too little, the balance will be spread over the new Budget Billing year.

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Current Account Number \_\_\_\_\_

Payment Method \_\_\_\_\_

Start Date \_\_\_\_\_ Annual Amount \_\_\_\_\_

1/12<sup>th</sup> \_\_\_\_\_



## Kiel Electric Utility Budget Billing

### Terms and Conditions

- Enrollment will be effective beginning with your next bill. You will still need to pay your current bill on its scheduled due date.
- If your bill is paid through automatic withdrawal, the budget amount will be deducted.
- Your account will be reviewed every six months, and your budget amount may increase or decrease depending on your actual energy use and any weather or rate changes.
- Your account balance must be kept current to remain on Budget Billing. If you have a payment more than 60 days past due, you may be removed from the program.
- You can cancel your participation in Budget Billing anytime. When you cancel, any balance due or credit will be applied to your account.

### Frequent Asked Questions

If your question is not answered here, or if you'd like more information, please [contact us](#).

- [What is Budget Billing?](#)
- [Why is it better than just paying Kiel Electric Utility for what I use each month?](#)
- [How does Budget Billing work?](#)
- [What if I paid too much?](#)
- [What if I paid too little?](#)
- [Does the budget amount ever change?](#)
- [Can I go on Budget Billing at any time?](#)
- [Are there any other important requirements?](#)
- [Do you offer any other programs that could make paying my energy bills easier?](#)
- [Can I select the due date of my bill?](#)
- [How do I enroll in Budget Billing?](#)

#### What is Budget Billing?

With [Budget Billing](#), we review your past energy use, estimate your total energy costs over the next year and then simply bill you for 1/12 each month.

#### Why is it better than just paying Kiel Electric Utility for what I use each month?

Budget Billing spreads your energy charges out evenly over the entire year, helping you better manage your energy bills. No matter what the weather is like, you know you'll pay about the same amount every month.

#### How does Budget Billing work?

The budget year begins with your first bill after joining the plan. You pay equal amounts until your Budget Billing anniversary, which is your twelfth month on the plan. At this time we settle up for any difference between what you paid and the actual costs of the energy you used.

#### What if I paid too much?

It's simple. If you paid too much, the difference will be applied as a credit to your bill at the end of the Budget Billing year.

What if I paid too little?

If you paid too little, you can pay the difference outright or have Kiel Electric Utility spread the balance over the new Budget Billing year.

Does the budget amount ever change?

Yes, occasionally. Your account is reviewed periodically because there are several reasons why your budget amount may go up or down. Besides rate changes and unusual weather, lifestyle changes like a new baby in the home can alter your energy use. Also, adding or removing equipment such as an air conditioner, swimming pool, hot tub, or even a dehumidifier could make a difference.

Can I go on Budget Billing at any time?

Yes, if your account balance is current, you may begin the plan anytime.

Are there any other important requirements?

Since Budget Billing is a service to you, we appreciate prompt payment. If your monthly bills are not paid on time, you may incur late payment charges, and it may become necessary to remove you from the plan.

Do you offer any other programs that could make paying my energy bills easier?

Yes, we do. Automatic Payment deducts your monthly payment directly from your checking or savings account, and is very popular with Budget Billing customers. By combining the two programs, you have about the same payment made automatically at the same time of every month.

Can I select the due date of my bill?

Yes, with Preferred Due Date, you may choose the day you pay! You may have your payment deducted from your account on any day of the month you choose — first of the month, middle of the month or whatever day is best for you.

How do I enroll in Budget Billing?

You can enroll, by calling (920)894-2909 or in person at the Utility Office at Kiel City Hall, 621 6<sup>th</sup> Street, Kiel WI 53042