

Attention Budget Payment Plan Customers

OPTIONS ARE AVAILABLE FOR YOUR ACCOUNT BALANCE

Kaukauna Utilities' fixed budget year runs from October to September. Pursuant to PSC Chapter 113.0406(5), this document informs you of options available for the remaining account balance before budget re-calculation in October.

Please review the account balance shown on your enclosed September billing statement.

- **Option 1 Deferred balance:** Simply pay your current monthly budget amount as normal. The remaining balance will automatically rollover and be distributed into equal monthly installments towards next year's budget amount. This option is easy with no additional steps required.
- **Option 2 True-up/underbilled:** To start the new budget year with a \$0 balance, customers may pay the total account balance shown on the September billing statement, instead of the monthly budget amount. **Autopay and PAP (Pre-Authorized Payment) customers:** *Due to the way our system handles these types of payments, please contact our Billing & Customer Service Department to confirm the amount you should manually pay.*
- **Option 3 Refund/overbilled:** To start the new budget year with a \$0 balance, Kaukauna Utilities may issue a check payment for any credit balance remaining after the September billing statement due date. If choosing this option, please notify our Billing & Customer Service Department on or before the due date shown on the enclosed billing statement. Please note, it may take 2 weeks after the September billing statement due date for a check to be mailed.

New Monthly Budget Amount: Your October billing statement will show the new monthly budget payment plan amount. The budget amount is estimated based on an average of your charges from the previous twelve months. Adjustments to the budget amount are made with the objective that the customer's underbilled or overbilled balance at the end of the budget year is less than one month's budget amount.

Late Payments/Budget Payment Plan Removal: Your monthly budget payment plan amount is due by the due date shown on your monthly billing statement. Unpaid budget balances are subject to a 1% late payment penalty. In addition, if a budget payment is not paid, customers are notified by letter of the amount due plus late payment penalty. If the budget balance is not paid by the following month's billing statement due date, or a second late payment occurs, the budget payment plan may be removed, resulting in the full account balance being due.

Contact us with any questions or if choosing option 3 at 920-462-0234 or kumail@ku-wi.org.

Thank you,
Kaukauna Utilities Billing & Customer Service Department