

Upcoming Changes to the Budget Billing Program

FREQUENTLY ASKED QUESTIONS

What's changing about the Budget Billing program?

Soon, Budget Billing amounts will change every month instead of up to three times a year.

Why is the program changing?

Many customers like having the same bill amount every month, but some have said they don't like big changes in their bills when adjustments are made only a few times a year. To improve this, we will start making monthly adjustments to the Budget Billing amount.

Monthly adjustments will result in smaller changes from month to month. While monthly bills will vary, the costs will be spread out more evenly throughout the year, helping you budget more consistently.

What are the benefits of monthly Budget Billing adjustments?

- Smaller, more frequent adjustments will help you avoid big changes in your bill.
- Your bill stays more consistent even during summer and winter months when bills can spike unpredictably.
- No more uncertainty about when your Budget Billing amount might change, as adjustments now happen monthly.

I am a current Budget Billing customer, do I need to do anything?

No, you don't need to do anything — the change will happen automatically.

When will these changes start?

These changes will start in December 2024. You will see the changes on your bill in December 2024 or January 2025, depending on your billing cycle.

I am a current Budget Billing customer, can I remain on the current version of the program?

No, all current Budget Billing customers will switch to the new program.

How will the new Budget Billing show up on my bill?

There will be no changes to how Budget Billing looks on your bill. You will still see a Budget Billing summary, which shows your Budget Billing amount for the period and the Total Amount Due. Your Account Details will also show any account balance you may have.

What are the eligibility requirements for the new Budget Billing?

There is no change to the eligibility requirements for Budget Billing.