



# Average Monthly Payment Plan (AMPP)

Average Monthly Payment Plan (AMPP) is an averaged amount a customer can pay each month to help level out their monthly utility payments throughout the year. Based on an average of the previous 12 months' charges and current actual charges a customer will pay fluctuate according to the average water consumption. When you switch to AMPP, previous usage information is used to determine your average billing amount. Each month the average bill is then adjusted based on your actual usage.

## Will I Pay Less or More While on Average Billing?

AMPP does not reduce your overall utility expense, you will pay the same as if you weren't on AMPP through the year, but AMPP will reduce the highs and lows of seasonal usage.

## Review the Monthly Usage and Charge

Your water meter will continue to be read monthly. Weather and usage can impact your monthly bill. Each month your statement will show your actual utilities used and your current payoff balance (or credit) for being in the AMPP program. We encourage you to review your usage monthly as well as your True-Up balance amount each month. The True-Up balance reflects the over/under balance due in the program is terminated. The True-Up balance is created by the average billing calculation. By remaining in the program this True-Up balance will decline or increase according to the time of year.

If you use more water in the summer for sprinklers than you in the winter, your AMPP payment will change to offset the higher usage. Remember we use a rolling 12-month period to calculate your AMPP payment. We

recommend you stay on the AMPP program for at least one year to realize the benefits of the program.

## Payments

Enrollees in the AMPP program are required to be on automatic bank draft for monthly payments. Payments are drafted monthly on the 20<sup>th</sup> or the next business day if the 20<sup>th</sup> falls on a weekend.

## Assistance

We are here to help you understand your AMPP account. If at any time you have any questions regarding your payments or True-Up balance, we will be happy to review and discuss the program. Please keep in mind this is an on-going averaging program. Since the summer months are traditionally the high consumption periods, the winter period will be the time to pay off the summer consumption or build a credit toward the next summer's usage. Timing on entering the AMPP program will determine how your account flows. Please contact staff at the number below for assistance.

For support or questions please contact

**Utility Billing**

**214-975-0480**



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