



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: _____