

Q. What happens if I have a credit at settle up?

A. A credit amount greater than \$25 will be refunded to you.

Q. Will I receive a letter on my eligibility?

A. Yes. You will receive a letter letting you know of your acceptance or denial. If eligible, the letter will include your monthly budget amount.

Q. What if I want to stop Budget Billing?

A. You can stop Budget billing at any time. Any balance on the account upon termination of budget billing would be due with the next bill. Credits will be applied toward the next bill.

VISIT OUR WEBSITE
www.concordnc.gov OR CALL
704-920-5555
FOR MORE DETAILS

City of Concord
P.O. Box 308
Concord NC 28026-0308
www.concordnc.gov



Budget Billing FAQs

How to Qualify

The City of Concord offers a Budget Billing program for residential customers who like to stay on a budget and pay the same amount each month. To qualify for this program, you need to meet the following qualifications:

1. Twelve months of established service with the City of Concord at the same residence.
2. No more than (2) late fees in a 12 month period.
3. Budget Billing customers are required to enroll in Automatic Bank Draft to ensure on time payment each month.
4. Applications are available at www.concordnc.gov. Choose Departments then Finance; select Utilities Billing from the left menu. Email application to collections@concordnc.gov or you may fax it to (704) 920-6954.
5. Deadline for submission is June 30th each year.

How Budget Billing Works

1. If qualified for the program, letters will be mailed with the monthly calculated payment.
2. Your first budget billing statement will be calculated in August.
3. The monthly bill amount will depend on the previous 12 month's average usage.
5. Each bill will be drafted on the due date of the bill. If payment is not received by the due date, or is returned as unpaid funds, your account may be in danger of being removed from the budget billing program.
6. Accounts are monitored periodically for payment and to determine if adjustments should be made to the monthly budget amount. The full budget amount is required to be paid monthly.

Frequently Asked Questions

Q. When can I apply?

A. Applications should be submitted by June 30 of each year and sent to the Billing Department.

Q. How do I qualify?

A. You cannot have more than 2 late payments in a 12 month period and cannot be a commercial customer.

Q. When is the actual start date?

A. Budget Billing starts with your August bill.

Q. When is settle up?

A. Budget Billing settles up in July. The July bill will display the amount due for settle up.

Q. What happens if I have a balance due at settle up?

A. The entire account balance will be drafted on the August due date.