

Q. What happens if I have a credit?

A. The City of Concord does not automatically give you the money back. The credit will be rolled over into the next year's budget.

Q. Will I receive a letter on my eligibility?

A. Yes. You will receive a letter either way letting you know if your eligible or not. If your eligible you will receive a letter letting you know how much your budget bill will be.

Q. What if I want to stop Budget Billing?

You can stop Budget billing at anytime. If you have a balance you will need to pay it with your next bill. If you have a credit it will be used toward your next bill.

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

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



Budget Billing
Instructions

How to Qualify

The City of Concord offers a Budget Billing program for 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. Applications are available at www.concordnc.gov. Choose the Government tab then "Forms and Documents" under Customer Service. Complete the application and fax to 704-920-6953 or you may return to City Hall at 26 Union Street, South, Monday – Friday 8:00am – 5:00pm.
4. Deadline for submission is June 30th each year.

How Budget Billing Works

1. If qualified for the program, your first bill will be calculated in August.

2. Letters will be mailed with the monthly calculated payment.
3. Upon receipt of the budget billing letter, you will receive the 1st budget billing utility bill.
4. Bill amount will depend on the services provided by the City of Concord.
5. Each bill received is due by the due date on the bill. Budget billing means making a commitment to pay the same amount each month. If payment is not received by the due date, you will receive a message on the bill stating "you are in danger of being removed from the budget billing program."
6. Accounts are monitored each month for payment. You are required to pay the full amount and any overage you may have. If payment is not received, you will be removed from budget billing.

Frequently asked questions

Q. When does the application need to be completed?

Applications need to be completed by June 30 of each year and sent to the Customer Service 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?

Budget Billing starts with your August bill.

Q. When is settle up?

A. Budget Billing settles up in July.

Q. What happens if I have a balance due?

A. The bill needs to be paid by the due date.