

Budget Billing
Frequently asked questions

Q. When does application need to be completed?

A. 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?

A. Budget Billing starts with your August bill.

Q. When is settling up?

A. Budget Billing settles up in July.

Q. Will I receive a letter on my eligibility?

A. Yes. You will receive a letter letting you know if you are not eligible and if you are eligible you will receive a letter letting you know how much your budget bill will be.

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. What happens if I have a balance due?

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

Q. What if I want to stop Budget Billing?

A. 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.

This is the note that will be going on the utility bill starting in May.

****IF YOU ARE INTERESTED IN BUDGET BILLING FOR THE COMING YEAR YOU CAN VISIT OUR WEBSITE @ www.concordnc.gov OR CALL 704-920-5555 FOR MORE DETAIL****