

## **LEVEL PAY PROCESS FOR CITY BILLS**

The City of Burlington offers Level Pay for utility bills. With Level Pay your utility payment will be the same each month regardless of usage. At least once a year your bill will be recalculated and the monthly payment amount adjusted.

You are eligible for level pay if you:

1. Have been resident in your current residence for one year
2. Are current in your utility payments
3. Have good credit with the City. The City reserves the right to discontinue level payment should a negative credit history develop.

If you are eligible you may complete paperwork at City Hall. If you are currently using our ACH (Direct Pay) payment system you may still apply by completing the level payment form.

We will calculate your bill based on the last thirteen months of charges. Every six months—in January and July—your bill will be recalculated and a new payment amount determined.

When you disconnect utilities you will be billed all outstanding charges. If you move to another residence in Burlington you will no longer be eligible for level pay as you need to have a year's history at your current address. After a year has passed, if you still meet the other criteria, you may reapply for level pay.

We are happy to offer this service for our customers. Remember you may pay your bill via credit card or by bank ACH in addition to mail and personal delivery.

Please call City Hall at 346-8652 if you have any questions.