

## Average Monthly Payment ("AMP") Budget Billing Program Information

### What can this program do for me?

The AMP is a Budget-Billing Program that can help you by reducing the seasonal fluctuation of your Water Bill.

### How does the program work?

The amount of your monthly payment is based on a rolling 12-month average of your monthly consumption amounts and changes to the average monthly usage will result in changes each month of the budget bill total amount due. The average is recalculated during each billing cycle, which will cause your payment amount to fluctuate somewhat from month to month, but it should help reduce your highest summer water bills.

The software also calculates the actual bill amount you would have paid and displays both amounts on your monthly utility bill. The difference between the two amounts, is added to your "AMP reserve balance" if it is an overage, or deducted from your "AMP reserve balance", if it is a shortage. Your "AMP reserve balance" is also reflected on your monthly utility bill. At the time of un-enrollment from the program, the "AMP reserve balance" is applied to your final budget billing bill, regardless of whether it is a shortage or an overage.

Delinquent accounts are not eligible for the Budget-Billing Program and any account that becomes delinquent will be removed from the Budget-Billing Program and will not become eligible until a continuous, delinquent free, twelve (12) month utility history has been achieved.

### Do I qualify to enroll?

To qualify for this program you must have:

- Twelve (12) continuous months of utility consumption history at your current address;
- Twelve (12) continuous months of delinquent free payment history at your current address; and
- Your monthly utility account must be current and paid in full.

### How do I enroll?

Fill out and return the Average Monthly Payment ("AMP") Budget Billing Program application to our office (via fax, email [customerservice@dentoncountyfwsd.com](mailto:customerservice@dentoncountyfwsd.com), mail, or hand delivery) and we will make the necessary changes to your account. The AMP program will become effective with the next billing cycle.

### Can I see my AMP activity online?

Yes, once you log on to the bill pay website, choose Transaction History to view your account history.

Example:

<u>Date</u>	<u>Description</u>	<u>Amount</u>	<u>Running Balance</u>
1/3/2013	<b>Adjustment</b>	30.34	<b>248.89</b>
1/3/2013	<b>Bill</b>	218.55	218.55

The line that says "**Bill**" reflects what your bill would have been without the AMP program. The "**Adjustment**" line reflects the amount the AMP adjustment. In this instance it reflects an AMP shortage being billed, if the adjustment amount was in parenthesis ( ) it would be an AMP overage which would reduce your bill. The "**Running Balance**" on the **adjustment** line represents this month's payment amount due. \*Note: The AMP shortage or AMP overage noted here is not the AMP reserve balance. That balance is printed on your monthly utility bill.

### How do I un-enroll from the program?

Send an email or written request to our office (via fax, email [customerservice@dentoncountyfwsd.com](mailto:customerservice@dentoncountyfwsd.com), mail, or hand delivery) and we will make the necessary changes to your account.

## Average Monthly Payment (“AMP”) Budget Billing Program Application

Name on Account:	_____		
Account Number:	_____		
Service Address:	Lewisville	Texas	75056
Telephone Numbers:	_____		
	(Home)	(Work)	(Cell)
Email Address:	_____		
<p>_____ Yes, please change my account to the Average Monthly Payment (“AMP”) Budget Billing Program. I understand that I must keep my account current to qualify for participation in the AMP program. I also understand that participation in the AMP program will <b><u>NOT</u></b> avoid late fees or collection attempts on my account and failure to meet the terms of the program may result in cancellation of my participation in the AMP program.</p> <p>Further, I understand that this application will remain in effect until cancelled by myself or Denton County Fresh Water Supply District No. 1-A and that in order to discontinue participation in the AMP program I must contact Denton County Fresh Water Supply District No. 1-A <b><u>in writing</u></b>, by the 25<sup>th</sup> day of the month, to be removed from the following month’s AMP program billing cycle.</p>			

\_\_\_\_\_  
Account Holder Signature

\_\_\_\_\_  
Date