

# Virginia Department of Public Utilities

## Equal Payment Plan

The Virginia Department of Public Utilities offers a program allowing Equal Payments each month to help customers even out their monthly utility bills. The Equal Payment calculation is based on the previous twelve-month billing history plus a modifier of up to ten percent. **No guarantee of total cost is implied.** A utility account will remain on the Plan until cancelled in writing by the customer, upon termination of the utility account, or upon failure of the customer to make payments by the regular bill due date. If cancellation is necessary by the Utility based on late payment, the account will revert to the Utility's regular billing and collection procedures without further notice.

### Requirements for acceptance into the Equal Payment Plan:

- New applications to the plan will be accepted each year as follows:
  - Cycle 1 customers (account # starts with a 1, 2, or 3) – April 15 – May 15
  - Cycle 2 customers (account # starts with a 4 or 5) – May 1 – May 31
- Enrollment is limited to customers who have had utility service at the account for which application is being made for the preceding twelve months (April – March).
- **The utility account must be current at the time of acceptance** – all utility bills must be paid in full on or before the June due date in order to be enrolled in the plan.
- The VPUC must have an actual meter reading on all meters at the property before enrollment.

### How the Equal Payment Plan works:

- Complete the Equal Payment application and return it to the Utility business office during the open enrollment period. **If your account is currently on Equal Pay, you do not need to complete a new application to remain on the plan.**
- The initial Equal Payment amount will be calculated and a letter will be sent notifying you of the initial payment amount. The letter **must be signed and returned** by the date specified in order for the utility account to be enrolled in the program.
- The Equal Payment amount will be re-evaluated periodically throughout the year. **Participation in this program does not allow the customer to use unlimited utilities at a fixed cost.** Equal Payment figures are only estimates, and will be recalculated based on the actual usage from the preceding twelve months. When recalculated, any balance owing or credit on the account will be factored into the newly calculated Equal Payment amount.
- Customers are encouraged to closely monitor utility consumption and billings for significant changes and contact the Utility to request a review of their account, as this will have a direct impact on the Equal Payment calculation.
- The account will continue to be enrolled in the plan until cancelled in writing by the customer, upon termination of the utility account, or upon failure of the customer to make payments by the regular bill due date. At the time of cancellation from the plan for any reason, the account reverts back to the Utility's regular billing and collection procedures.

### The utility bill will show:

- Exact meter readings
- The exact charges for your utilities each month
- The amount normally due
- The *Equal Payment* amount will be shown on the statement as the *"Please Pay"* amount

**If you have any questions about this program, please contact our Business Office at 218-748-7545.**

**Virginia Department of Public Utilities**

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PO Box 1048

Virginia MN 55792

Phone: 218-748-7545

Fax: 218-748-7544

**Equal Payment Plan**

Complete and return this form to Virginia Public Utilities during the annual open enrollment period listed below. **If your account is currently on Equal Pay, you do not need to complete a new application to remain on the plan.**

**Cycle 1 customers (account # starts with a 1, 2, or 3) – April 15 – May 15**

**Cycle 2 customers (account # starts with a 4 or 5) – May 1 – May 31**

I am interested in receiving information on the Equal Payment Plan for my account(s) listed below.

Before signing up, I would like you to calculate my monthly Equal Payment amount(s) for each of the accounts I have listed.

***I understand that I will receive a separate calculation payment form to complete, sign, and return to the Utility by the date indicated on the letter to be enrolled in the Equal Payment Plan.***

\_\_\_\_\_  
Customer Name (please print)

\_\_\_\_\_  
Daytime Telephone Number

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
City, State & Zip

\_\_\_\_\_  
First Service Address

\_\_\_\_\_  
Account # (on your bill):

\_\_\_\_\_  
Second Service Address

\_\_\_\_\_  
Account # (on your bill):

\_\_\_\_\_  
Third Service Address

\_\_\_\_\_  
Account # (on your bill):

\_\_\_\_\_  
Fourth Service Address

\_\_\_\_\_  
Account # (on your bill):

If needed, please attach a list of additional service addresses along with the account numbers.