

# CLEVELAND UTILITIES CUSTOMER SERVICES

## Levelized Bill Program

### How does the Levelized Bill Program Work?

Customers on levelized billing do not have very high or low bills. The amount is continuously levelized. Levelized billing is based on the current month and previous month average along with an overage or shortage adjustment. It is a moving average which means, each month the amount does change because it is based on the previous 12 month average not a 12 month average one specific month of the year. The only true-up is when a customer request to be removed from levelized or service is terminated.

### How do I qualify for this program?

- You must be a Cleveland Utilities customer who has received service at the same location for the last twelve (12) months.
- Your account must be current (no past due amounts).

### What other information should I know about this program?

You may cancel your levelized bill payment at any time, at which time your next regular bill will be a settlement bill and will include all unpaid and current charges.

If levelized bill payments are not made promptly the account may become ineligible and be removed from the levelized program, at which time your next regular bill will be a settlement bill and will include all unpaid and current charges.

### How do I apply for the Levelized Bill Program?

If you are interested in applying for the Levelized Bill Program complete the form below and return it with your next utility payment or mail the form to: Cleveland Utilities, PO Box 2730, Cleveland, TN. 37320-2730 or call the office at (423) 472-4521.

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\_\_\_\_\_ Please sign me up for the Levelized Bill Program

Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Service Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I understand and would like to participate in the Levelized Bill Program