

CITY OF THORNTON

Thank you for your interest in our Budget Billing program. The following items outline the rules and regulations for our Budget Billing program:

1. The applicant for budget billing must be the owner or occupant of the premises for which budget billing is requested. The city will confirm ownership through Adams County public records.
2. The owner of the property must give the city written permission to place his/her tenant on budget billing. All unpaid utility bills remain the ultimate responsibility of the owner (Thornton Municipal Code, Section 74-122).
3. Any applicant for budget billing must have lived in the home for a period of at least twelve months immediately prior to the application.
4. The applicant's bill must be current at the time of sign up.
5. If the applicant has had more than five delinquent notices or has had service discontinued for non-payment in the past twelve months, they are not eligible for budget billing.
6. The sign up period for budget billing will be from August 1 through March 31 of each year.
7. The water, sewer, and trash portions of a customer's bill will be placed on budget billing.
8. The budget billing amount for water is based on the average water consumption over the last twelve months, multiplied by the applicable water rates at the time of sign up. The budget billing amount for sewer is based on the average winter consumption (AWC) for the resident, multiplied by the applicable sewer rates at the time of sign up. The budget billing amount for trash is based on the number of trash containers at the property, multiplied by the applicable trash rates at the time of sign up. The budget amount for water, sewer, and trash may be adjusted at the time the budget amount is originally quoted, or when the budget amount is annually reconciled, to adjust for future rate increase. This increase will not exceed planned future increases.

9. All budget billing customers will go through a reconcile process annually during the March/April bill period. The new budget amount is calculated by calculating the budget amount as stated in item 8, then adding 1/12 of the account balance, resulting in a new monthly budget amount.
10. A customer may elect to terminate the budget billing program at any time. The customer shall notify the Utility Billing Department of his/her wishes to be removed from the program and the account will be reconciled resulting in the budget charge/credit being placed on the account. The charge or credit will be reflected on the next billing statement.
11. If a customer is more than 10 days delinquent on their account, the customer will be removed from the budget billing program and the total amount of unpaid water charges will be immediately due and payable. If the customer fails to pay all such charges, normal collection procedures will take place required by Ordinance. If a customer is removed from the program, they will not be eligible to participate in the program for one year from the date the customer was removed from the program.
12. If a customer signs up for both budget billing and auto pay, the customer must log on to their on-line account and change their auto pay settings from paying the "amount due" to paying a "fixed amount". The fixed amount should be the monthly budget billing amount.

If you meet the above guidelines, please fill out and return the application form to:

City of Thornton Utility Billing
9500 Civic Center Dr.
Thornton, CO 80229

Email: utilbilling@thorntonco.gov or Fax: (303) 538-7371

Questions regarding the budget billing program should be directed to the Utility Billing Office at (303) 538-7370.