**CLINTON NEWBERRY NATURAL GAS AUTHORITY LEVELIZED BILLING**

As current Equal Payment Plan accounts settle in April, May, and June 2022, they will be converted to Levelized Billing Plans and Equal Payments will no longer be offered. If you have a credit built up, it will be applied toward the new plan so you may end up not paying anything for a while as it is used up.

**On the Levelized Plan:**

* Average usage for the previous 12 months is calculated at each billing, then multiplied by current rates in effect. High and low usage months are always included. Any non-gas charges are added to this amount (appliance payments, service charges, etc)
* The bill will vary some each month as rates change.
* The account will not “settle” until the customer closes their account or opts to leave the plan. A reconciliation charge or credit will be applied each month based on actual vs billed usage.
* Customers may sign up any time during the year if eligible (see below). No more waiting until March, April, or May.
* Customer Service Representatives will not be able to tell you exactly what you will pay, but they can give you a history so you can estimate what the bill will be.
* In order to avoid penalties, payment will need to be made by the due date on the statement.

**Eligibility:**

* 12 consecutive months of service history.
* Any outstanding balance must be paid prior to enrollment.

**Removal from the plan**, which will trigger full reconciliation of the account. \*\*Re-enrollment will not be allowed for 12 months:

* Customer option
* Disconnection of service for non-payment
* Termination of service

**Enrollment procedure:**

* If you are a current Equal Payment Plan customer, you do not need to do anything. Your account will automatically be switched.
* Contact a Customer Service Representative who will review your account for eligibility and enroll you in the plan. You will need to provide identifying information to them to establish your identity as an account-holder.

If you have questions, please contact us at 864-833-1862 or 803-276-1550.