

Tohono O’odham Utility Authority

Schedule of Rules and Regulations

Section XI

Residential Budget Billing Plan Program

I. PURPOSE

The Residential Budget Billing Plan (RBBP) is a stable payment plan and budgeting program available to customers. RBBP is not a discount program. There is no fee to participate in the RBBP. The RBBP allows Customers to pay an average amount monthly to avoid spikes in their bill caused by seasonal fluctuations in their electric, water and sewer, and/or propane use.

II. HOW RBBP WORKS

A. Electric, Water and Sewer

1. The combined total of the Customer’s annual electric, water and/or sewer bill will be divided into 12 equal monthly payments. TOUA will continue to read Customer’s meter(s) monthly, but the Customer will pay the RBBP Payment each month instead of paying for the actual usage amount each month as the use occurs.
2. The RBBP Payment amount will include the cost of the Customer’s utility use only. Any other charges and miscellaneous service charges will be billed in the usual manner.
3. TOUA will recalculate RBBP Payments every twelve (12) months.
4. As a RBBP Customer, the Customer may request a review of the RBBP Payment at any time. After review, the Customer has the option terminate the RBBP.
5. At the time of RBBP termination, if the Customer used less utilities than the Customer paid for, TOUA will refund to the Customer the difference. If the Customer used more utilities than the Customer paid for, the Customer will owe the difference.
6. Upon termination of service, RBBP account is closed and a final bill generated.
7. RBBP is not a discount program.

B. Propane

1. Customer’s propane usage is based on the number of gallons of propane that were delivered to the Customer over the previous twelve (12) months. The cost of those propane deliveries is divided by twelve (12) to determine the Customer’s monthly RBBP Payment(s).
2. The RBBP Payment will include the cost of the Customer’s propane use only. Any other charges and miscellaneous service charges will be billed in the usual manner.

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3. The Customer’s RBBP Payment will be recalculated every twelve (12) months. The twelve (12) month period immediately following the calculation or recalculation of the RBBP is considered the Customer’s “Propane Year”.
4. If the Customer used less propane in a Propane Year than the Customer paid for, TOUA will refund to the Customer the difference. That amount will be applied to Customer’s next RBBP Payment(s) in the subsequent Propane Year until the credit is used up. If the Customer used more propane in a Propane Year than the Customer paid for, the Customer will owe the difference. The amount owed for the difference must be paid *in addition to* the Customer’s RBBP Payment, and the cost for the excessive use will be divided over the next six (6) months until it is paid off.
5. RBBP accounts are not transferable from one account to another. Upon termination of service, the RBBP account is closed and a final bill generated.
6. RBBP is not a discount program.

III. QUALIFICATION REQUIREMENTS

A. Electric and Water

1. Must be a residential Customer with electric, water and/or sewer service.
2. Must have twelve (12) months usage history at the dwelling where RBBP is being requested.
3. Customer’s account for electric, water and or sewer service must be paid up with a zero account balance, at the time of application for the RBBP.

B. Propane

1. Must be a residential Customer with propane service
2. Must have twelve (12) months usage/purchase history at the dwelling where the RBBP is being requested.
3. Customer’s account for propane service must be paid up with a zero account balance, at the time of application for the RBBP.

IV. MINIMUM INFORMATION ON MONTHLY RBBP BILL

For those Customers being billed under a RBBP, TOUA shall show, at a minimum, the following information on the Customer’s monthly bill:

- A. Actual consumption.

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- B. Amount due for actual consumption.
- C. RBBP Amount due.

V. BILLING AND PAYMENT

Bills will be rendered and due in accordance with the requirements of Section I (V) of the General Service Rules. Failure to make payments, when due, will subject the Customer to the normal collection procedures (Section I (VIII) of the General Service Rules) and may result in the removal of the Customer's account from the RBBP Program.

VI. ADJUSTMENTS TO RBBP BILLS

TOUA may adjust the Customer's RBBP Payment at any time in the event that the Customer's actual usage and/or cost vary significantly from TOUA's original estimate of the Customer's usage and/or cost; such review to adjust the amount of the RBBP Payment may be initiated by TOUA or upon Customer's request.