



Residential Utility Budget Billing Program

The City of Concord offers a Budget Billing program for residential utility customers who like to stay on a budget and pay the same amount each month. To qualify for this program, you need to meet the following qualifications:

1. Twelve months of established service with the City of Concord at the same residence.
2. The account cannot have a non-payment disconnect, more than 2 late payments, or a payment returned as non-sufficient funds in the previous 12-month period.
3. Budget Billing customers are required to enroll in Automatic Bank Draft to ensure on time payment each month.
4. New applications for customers not currently in the program are due by June 30 each year.

Online applications are available at concordnc.gov/billing. If you have questions or need assistance, please contact our Customer Care team at 704-920-5555.

How Budget Billing Works

- Customers who apply receive a letter no later than June 30th stating whether they qualify, and if so the monthly calculated payment, which starts with the August bill.
- The monthly bill amount will depend on the previous 12 month's average usage.
- Each bill will be drafted on the due date of the bill. If payment is not received by the due date, or is returned as non-sufficient funds (NSF), your account may be in danger of being removed from the Budget Billing program.
- Accounts are monitored periodically for payment and to determine if adjustments should be made to the monthly budget amount. The full budget amount is required to be paid monthly.

Frequently Asked Questions

Q: When can I apply? A: Applications are due by June 30 of each year, and available at concordnc.gov/billing. Your application will remain on file and will be reviewed closer to the start of the Budget Billing year. Existing Budget Billing customers do not need to reapply; enrollment will be carried forward each year until cancelled.

Q: How do I qualify? A: The account cannot have a non-payment disconnect, more than 2 late payments, or a payment returned as non-sufficient funds in the previous 12-month period.

Q: When is the actual start date? A: Budget Billing starts with your August bill.

Q: When is settle up? A: Budget Billing settles up in July. The July bill will display the amount due for settle up.

Q: What happens if I have a balance due at settle up? A: The entire account balance will be drafted on the August due date.

Q: What happens if I have a credit at settle up? A: A credit amount greater than \$25 will be refunded to you.

Q: Will I receive a letter on my eligibility? A: Yes. You will receive a letter letting you know of your acceptance or denial. If eligible, the letter will include your monthly budget amount.

Q: What if I want to stop Budget Billing? A: You can stop Budget billing at any time. Any balance on the account upon termination of budget billing would be due with the next bill. Credits will be applied toward the next bill.

Questions or need assistance? Call our Customer Care team at 704-920-5555.