

EQUAL PAY BILLING

Residential Electric Customer Policy



LANSDALE
LIFE IN MOTION

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1. Purpose

The Equal Pay Billing Program is designed to help eligible electric utility customers manage their electric bills by spreading annual energy costs evenly over a 12-month period, resulting in more predictable monthly payments.

2. Eligibility Requirements

To qualify for the Equal Pay Billing Program, customers must meet **ALL** of the following criteria:

- » Equal Pay is offered to Electric Residential customers only.
- » Have a minimum of one (1) full year, 12 consecutive months, of electric utility billing history with Lansdale Borough Electric Utility at the current service address.
- » Enrollment requires no late payments in the previous 12 months.
- » Maintain an account in good standing, with a \$0.00 balance at the time of enrollment.
- » **Continuous enrollment in Auto Pay is mandatory for participation in the Equal Pay Billing Program.**
 - To enroll in auto pay go to XpressBillPay.com or the Borough's website lansdale.gov; Customers are responsible for ensuring sufficient funds are available on the scheduled payment date

3. Enrollment

- » Enrollment may occur at designated times determined by Lansdale Borough Electric Utility.
- » The Equal Pay amount will be calculated based on the customer's prior twelve (12) months of electric usage and applicable rates.
- » Balance must be paid in full before you can enter the program.
- » Customers will be notified of their Equal Pay amount prior to the start of the program.
- » Customer must fill out and complete the Equal Pay form provided on the Borough's website lansdale.gov
- » Signature is required. Email form to esa@lansdale.gov

4. Billing and Payments

- » Customers enrolled in Equal Pay will be billed the same calculated amount each month.
- » Actual electric usage will continue to be tracked and reviewed.
- » Periodic reviews may be conducted to ensure the Equal Pay amount remains accurate. Adjustments may be made as necessary and communicated to the customer.
- » For special circumstances, Equal Pay can be recalculated during the year.
- » At the end of the year, an annual reconciliation to true up any differences will either generate a debit or credit to your balance.

- » You will not need to re-enroll for the following year. You will automatically stay enrolled and the balance for the new year will be recalculated, unless you contact Lansdale Electric to opt out of Equal Pay.
- » Should you move, your account will be balanced out at the time your final bill is created.
- » If you opt out of Equal Pay, the balance is required to be paid at the time your bill is due. If you do not pay, you will be subject to penalties, fees and potential disconnection of electric service.

5. Non-Sufficient Funds and Cancellation

If an Auto Pay transaction is returned due to non-sufficient funds (NSF) or payment rejection for any reason:

- » The Equal Pay Billing Program will be immediately cancelled*.
- » The customer's account will revert to standard monthly billing based on actual usage.
- » Any outstanding balance will be due in accordance with standard utility billing policies.

6. Customer Responsibilities

- » Customers must promptly notify Lansdale Borough Electric Utility of any changes to their banking or payment information.
- » Customers remain responsible for all charges incurred, regardless of participation in the Equal Pay Billing Program.

7. Program Termination or Modification

Lansdale Borough reserves the right to:

- » Modify, suspend or terminate the Equal Pay Billing Program at any time.
- » Remove customers from the program for failure to meet eligibility or payment requirements.

8. Contact Information

For questions regarding the Equal Pay Billing Program, customers may contact Lansdale Customer Service at 215-368-1691; press Option 2 and press Option 2 again.

**Re-enrollment may be subject to additional eligibility review and is not guaranteed.*

This policy is intended to provide general guidance and does not replace applicable ordinances, resolutions or rate schedules adopted by Lansdale Borough.