**Proposed Policy:**

**Payson City Equal Pay Program**

The Equal Pay Program allows utility customers to pay **equal monthly payments year-round** by spreading estimated annual utility costs over 12 months. This program helps eliminate seasonal bill fluctuations.

**Eligibility Requirements**

To enroll in the Equal Pay program, all of the following must be met:

* You must have lived at your current service address for **at least 12 months**.
* Your utility bills must have been **paid on time for the past 12 months**.
* Your account must be at a zero balance at the end of September.

**How the Equal Pay Program Works**

* We estimate your annual utility usage based on billing history and current rates. The total annual estimate is divided by 12 to determine your Equal Pay monthly payment.
* Equal Pay amounts are typically reviewed every **12 months in September** but may be recalculated periodically in between if necessary, due to several factors but not limited to:
  + Rate changes
  + Added or removed services
  + Significant changes in usage
* Equal pay payment amounts may change following these periodic reviews, you must look at your monthly utility bill.
* Meters are read monthly, and your statement will continue to show your **actual usage and charges**, even though you pay only the Equal Pay amount.
* Your bill will also display your **Equal Pay balance**, showing whether you have paid more or less than your actual charges to date (credit or debit).
* Customers are responsible for reviewing their bills and ensuring the **correct Equal Pay amount is paid each month**.
* Failure to pay the full Equal Pay amount by the due date will result in **loss of Equal Pay eligibility**.

**Removal from the Equal Pay Program Due to Non-Compliance**

Failure to pay the **full Equal Pay amount each month when due, returned payments, partial payments, or late payments,** will result in removal from the Equal Pay Program.

If removed due to non-compliance, the total balance on the account must be paid in full and brought to zero or the account will be subject to all applicable penalties and fees, including **utility service shutoff**.

**Requesting Removal from the Equal Pay Program**

Customers may request removal from the Equal Pay Program at any time. However the total balance on the utility account must be paid in full, or the account will be subject to penalties, fees, and possible service shutoff.

**Apply for Equal Pay**

To apply for the Equal Pay Program, **click here**.

**Frequently Asked Questions**

**Q: If I pay more than my Equal Pay amount in January, does that reduce what I owe in February?**  
**A:** No. Any overpayment is applied to your amount owing, but due to system limitations the overage does not replace the following month’s Equal Pay payment.

**Q: If I miss my October Equal Pay payment, can I catch up in November to stay on Equal Pay?  
A:** No. Due to system limitations and administrative constraints, missed payments result in non-compliance and removal from the Equal Pay program.

**Q: If I pay less than the Equal Pay amount one month, will I be removed from the program?**

**A:** Yes, you will be removed if you do not pay at least the full amount of the Equal Payment each month. Even if you only short $1, you will be taken off the program. This is due to the amount of work it takes to manage payment shortages in our system. The payment reconciliation is not an automatic process, it is manual and the shortages more often than not will repeat many times if we do not stop at the first offense.

**Q: If I move addresses in Payson, can I continue to participate in the Payson City Equal Pay Program?**

**A:** No.You can re-enroll after the following criteria has once again been met:

* You must have lived at your current service address for **at least 12 months**.
* Your utility bills must have been **paid on time for the past 12 months**.
* Your account must be at a zero balance at the end of September.

**Q: Is there a recommendation on the type of payment that makes this program easier for me to manage?**

**A:** Yes. We strongly recommend using the XpressBillPay auto pay feature with the following settings when participating in Equal Pay :

* PAYMENT SCHEDULE Based on Due Date (Recommended) Bill will auto pay 2 day(s) before the bill due date
* END AUTO PAY Continue until I cancel
* PAYMENT AMOUNT Pay Full Bill Amount **no safety limit** to ensure the full Equal Pay amount is paid when recalculations occur
* METHOD Add a primary and a backup payment method