



Levelized Billing Q & A (2022)

If you don't like surprises, we may have the perfect billing plan for you!

With Levelized Billing, you will have a good idea what your electric bill will be each month. The bill amount will not be the same amount each month but will smooth large fluctuations through the hottest cooling and coldest heating times of the year. This plan does not reduce your total electric costs but can help you manage your monthly finances. Please review "How Levelized Billing Works?" section.

What is Levelized Billing?

Levelized Billing provides you with a way to guard against large fluctuations in your monthly electric bill, without ever having to play "catch up" at the end of the year. The program is designed to keep your electric bills affordable every month of the year, as long as you remain on the plan. Levelized Billing is the ideal way to accurately anticipate your monthly electric bill, which makes budgeting easier for you.

Would Levelized Billing benefit me?

Yes. Levelized Billing can help with your monthly budgeting needs and can be used to level out high summer or winter usage for ease of paying. However, **Payment Extensions are NOT available on the Levelized Billing Service.**

How does Levelized Billing work?

Levelized Billing takes the worry and surprise out of opening your monthly electric bill. With this simple program, your monthly electric bill becomes a rolling average of your electric usage for the most recent 13 months. For example, this month's bill would be the average electric usage of the previous 12 months, plus the current month. Levelized Billing uses a "rolling average methodology" so your monthly bill will change only slightly from month to month. By averaging and analyzing your changes in usage over a 12-month period, your bill will remain consistent, even in very cold or hot months when usage may be unusually high. The system will handle any overages/shortages each month, through a calculation, ensure a net collection of total bills over time. The only time you must reconcile your account is when you disconnect service or when you decide you no longer want to participate in Levelized Billing.

How do I qualify?

You can participate in Levelized Billing if you are an active residential customer of Benton County Electric System with traditional billing and a minimum of 12 months of usage history. Levelized Billing is not available to commercial customers.

Do I pay the same amount each month?

Levelized Billing is very different from Budget Billing. Because a "rolling average" method is used, your amount due will vary from month to month. Although Levelized Billing can help take the shock out of your electric bill during extremely cold or hot weather, your electric bill will not be the exact same amount each month.

What do I pay for this service?

Levelized Billing is free for residential customers of Benton County Electric System. There are no sign-up fees or monthly service charges. All that is required is that you keep your account current. In order to keep your account up to date, you pay only the amount due indicated on your bill. Paying more or less than the amount indicated could cause confusion with your account. As long as you stay current and pay only the amount indicated, your account will remain in good standing. If you're interested in Levelized Billing, simply call your Benton County Electric System office at 731-584-8251 for more information.

Can I just call and be put on Levelized Billing?

YES. In order to sign up Levelized Billing the account holder must call and validate their account and request to be placed on levelized billing. It will become effective at the next billing cycle.

Can I cancel out of Levelized Billing?

Yes, a customer may cancel their agreement anytime. In the event a member cancels their agreement, any credits or balances will be due. The member will not be eligible to enroll in the program for 12 months after canceling.