Coffeyville KANSAS

CITY OF COFFEYVILLE

SUBJECT	ISSUED BY	EFFECTIVE DATE	REVISION DATE
Average Monthly Payment Plan (AMP) Policy	Finance Department	10/15/13	

SECTION 1. GENERAL PROVISIONS

Purpose.

The purpose of this administrative policy is to establish the City of Coffeyville Average Monthly Payment Plan (AMP) for residential utility customers. The policy will address the criteria a customer must meet in order to qualify for the program, as well as how to handle both voluntary and non-voluntary terminations from the AMP. This Administrative Policy shall be effective from and after the date shown above. Any prior Administrative Policies adopted pursuant to this are hereby repealed.

SECTION 2. POLICY

Bill Calculation: The City of Coffeyville offers the AMP Plan to help minimize the seasonal variations our customers experience with their utility bills. The monthly payment on the AMP Plan is based on the average of the current month's bill, plus the previous eleven (11) months. Each month, the oldest bill is dropped and the new current bill is included in the average. As a result, the payment amount will fluctuate from month to month for as long as the customer is enrolled in the AMP Plan.

Payment Amount: The AMP Plan payments will vary each month as a result of changes in electric fuel cost, variation in actual electric and water usage and/or rate changes. Payments WILL NOT be the same each month, however, this plan will minimize bill fluctuations by averaging bills over a twelve (12) month period.

The City will include a 2% recapture and include that amount in the average bill. The recapture amount is a percentage of the customer's reserve shortage (debit balance) and is used to reduce the shortages that may develop throughout the duration of the customer's enrollment in the Plan.

AMP Reserve Balance: Monthly billing statements will still reflect current usage based on actual meter readings (or estimates if those individuals responsible for turning in their own meter readings during select months fail to do so). The difference between actual billings and the average billing is carried in a deferred balance that accumulates both debit and credit differences for the duration of the AMP Plan. This cumulative balance is reflected on the customer's bill on the line item "AMP Reserve Balance."

Enrollment Criteria: To qualify for enrollment in the AMP Plan,

- Must be a residential utility customer of the City of Coffeyville,
- Must have a twelve (12) month billing history at current address,
- Must have no payment arrangements or disconnects in the last twelve (12) months,
- Must pay the account in full at time of enrollment.

Enrollment Period: The City will offer semi-annual enrollment periods during the months of March and October each year.

Enrollment Documentation: A customer wishing to enroll in the AMP Plan must either fill out an enrollment form and return it to the Customer Service Department, or sign up through the City of Coffeyville website. Upon receipt of the form or e-mail, the account information will be reviewed to determine if the customer is eligible for the program. If the customer qualifies, the account will be placed into the program and an average bill will be calculated for their next bill. The signed form will be scanned into Incode and returned to the customer for their records. Verbal requests will also be accepted over the phone. A form will be filled out with "phone request" put in place of the customer's signature. The form will be scanned into Incode and then mailed or preferably e-mailed to the customer.

Termination: A customer can be removed from the AMP Plan at their written or verbal request, or be terminated from the AMP Plan by the City based on poor payment performance.

- The customer may discontinue participation in the AMP Plan by completing the "Request for Removal" form or by verbally requesting termination from the Plan,
- The City will terminate a customer's AMP Plan participation if a payment arrangement is implemented,
- The City will terminate a customer's AMP Plan participation if service is disconnected for nonpayment

When a customer is terminated from the AMP Plan at their request, they must wait six (6) months before re-enrolling in the Plan at the next available enrollment period. When a customer is terminated from the AMP Plan by the City, the customer must wait twelve (12) months before re-enrolling at the next available enrollment period. When a customer is terminated by the City, a termination form will be either mailed or preferably e-mailed to the customer as notification.

At the time of termination, there will be either a debit or credit amount in the customers reserve balance. If a debit balance, this amount will be due on the next bill the customer receives. If a credit balance, this amount will be applied on the next bill. If a credit balance remains at the time an account is closed, the balance due the customer will be refunded through our normal handling of finaled accounts (checks prepared weekly).

Account Transfers: If a customer transfers to a new address, they will be removed from the AMP Plan. After twelve (12) months at the new address and all other enrollment criteria is met, the customer will be eligible to re-enroll in the Plan at the next available enrollment period.

SECTION 3. RESPONSIBILITY FOR ENFORCEMENT.
The Finance Director will have the responsibility for the enforcement of this administrative policy.

Approved: Gary Bradley Date: 10/15/13
City Manager (Current as of 10/15/13)

Forms:

- Average Monthly Payment Plan Enrollment Form
- Average Monthly Payment Plan Request for Removal Form