

BUDGET BILLING FREQUENTLY ASKED QUESTIONS

What is the Budget Payment Plan?

The Budget Payment Plan is a program Waunakee Utilities offers to help you fit your energy bills into your budget. Monthly payments are balanced rather than paying bills, which change during heating and cooling seasons.

How is the budget-billing amount determined?

We add the last 12 months of electric, water, sewer, and refuse service and divide the total amount into 11 equal payments.

Why is the budget amount divided by 11 equal payments?

In the 12th billing period, you will be billed for the difference between your payments and your use during the 12 billing periods. Your bill may be either an amount owed or a bill credit depending on usage.

Can my monthly payment change?

Your account will be reviewed in August and February to ensure the Budget Payment Plan payments reflect your actual energy usage. Your bill will include a message to let you know the new budget amount.

What is the Reconciliation Month for by Budget Payment Plan?

Your account is reconciled in August and due September 15th. If you have paid more under the budget plan than you have actually used, we will credit that amount to your Waunakee Utilities account. If you have paid less, we will bill you for the difference.

Do I have to renew my Budget Payment Plan?

No, Waunakee Utilities will continue to bill you on the Budget Payment Plan until you notify us otherwise.

What happens if I do not pay the budget amount on time?

If you do not pay your budget billing amount by the due date, you will be charged a late payment penalty. You may also be removed from the plan and need to pay the total balance due.

Who can I contact if I have questions about my budget payment?

You can reach us at 608-849-8111 and we will be happy to answer your questions.