



# Budget Billing Program

Enroll Now to Pay the Same Amount Each Month

## What is Budget Billing?

The Budget Billing program establishes an equal monthly utility payment, creating budgetary control for customers of the Department of Public Utilities. To enroll in Budget Billing, a customer must meet the following requirements: 1) At least 12 consecutive months of utility history at current location; 2) utility account is not past due; and 3) utility account didn't carry a balance more than 45 days past the bill date in the last 12 months. Customers can sign up for Budget Billing any time of year.

## How does Budget Billing Work?

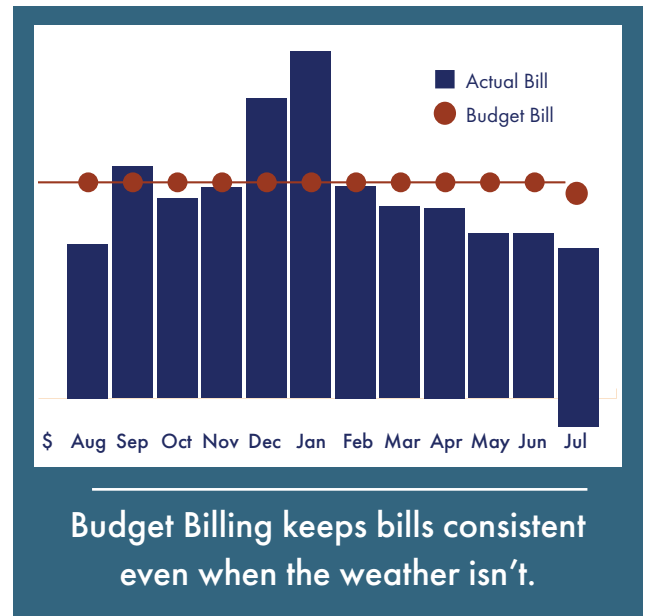
When joining Budget Billing, the monthly payment is determined by totaling the previous year's usage, dividing that total by 12 and multiplying by the current rate. The resulting average amount will be billed on the following month after signing up and continue for the next 12 months. Payments must be made monthly to remain on the Budget Billing program—no skipping months and doubling up later. On the 12th month, the Budget Billing monthly payment will be recalculated based on the actual services and commodities used during the Budget Billing year. Any over- or underpayment will be credited or added to the first bill of the new budget billing year.

## Is Budget Billing a good option for me?

Leveling out monthly bills helps to eliminate monthly fluctuations caused by weather, changing consumption, or other factors. It is free to enroll and it makes budget planning convenient.

## What if I am signed up for Auto Payment?

Customers who have signed up for the auto payment program, will continue to receive a monthly statement showing how much the next payment will be and when that amount will be taken from the customer's account.



## Can I see my actual consumption?

The customer's actual consumption and charges still appear on the monthly bill. However, the amount due is based on the budget billing calculation.

## What if I decide to cancel Budget Billing?

Budget Billing can be canceled anytime. If it is, the budget "settles," meaning it is charged or credited for the difference between actual costs and what was billed under the budget plan.

## How do I enroll?

Customers can enroll anytime through a variety of ways:

- Visit the Customer Care Center, located at 1000 Central Avenue, Los Alamos, NM.
- Call the Customer Care Center at 505.662.8333.
- Drop an email to [CustomerCare@lacnm.us](mailto:CustomerCare@lacnm.us).
- Budget billing information is online at [ladpu.com/BBilling](https://ladpu.com/BBilling).

## To be eligible for the program, the customer must:

1. Have lived at the current location for 12 or more months,
2. Be current with payments at the time of enrollment,
3. Have made payments no later than 45 days past bill date in the last 12 months,
4. Continue to pay no later than 45 days past bill date going forward, and
5. Pay any late fees in addition to budgeted amount each month.

**LOS ALAMOS**  
Department of Public Utilities

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<https://ladpu.com/DPU>  
Monday - Friday from 8 a.m. to 5 p.m.