



The City of Green Cove Springs offers a rolling 12 month average payment plan program that will allow **residential** customers to be billed monthly on a levelized basis rather than on the basis of the actual current bill amount. In order to qualify for the program, the customer must meet the following criteria:

- Customers who are 65 years of age or older who qualify with proof of age, **OR**
  - Customer with a military disability with proof of a 100% disability
- In addition:**
- Customer must not have paid a utility bill ten or more days after the past due date, making the account subject to disconnection within the prior rolling 12 (12) months.
  - Customers with multiple residential accounts are only qualified for their personal residence account.

Under this program, the customer's bill is determined by averaging the current total bill and the bills of the previous 11 whole months. The settlement month is January of each year. In January all credits due to customers will be posted as a bill credit and all amounts owed will be due and paid before continuing in the program. Any customer that transfers from one address to another address in the City, may continue the program as long as any balance from the previous address is paid in full.

The program may be terminated if:

- the customer voluntarily terminates the program
- the account becomes 25 days past due
- the customer has a returned check
- the differential balance on the account is greater than 50% of the monthly average
- the customer is in violation of any City Code

Once the program is terminated or the customer voluntary terminates:

- Pay the current balance billed plus any differential due to the levelized billing at the time of termination or, if so entitled receive a refund from the city.
- Pay the future bills at the actual usage and billing for the period. No averaging will be used in future bills after termination or, if so, entitled receive a refund from the city.
- Customer cannot go back on the program for 36 consecutive months and must meet the criteria applicable at the time of reapplication.

**\*\*If you would like more information on the program or would like to apply, please call 904-297-7500 and press option 1 \*\***