



## City of Ottawa Average Monthly Payment (AMP) Plan Information

The City of Ottawa has implemented an average monthly payment plan in order to provide City utility customers the option of averaging their utility bills throughout the year. This may help utility customers during the heavy use months of summer.

The AMP payment plan is available only to individually metered residential customers. Where more than one residence is metered by a master meter, this plan shall not apply.

The amount of the AMP payment bill will be determined by an average of the eleven previous months and the current bill at the address where the AMP is to be enacted. The customer's monthly bill will vary due to the continuous averaging of the AMP payment plan.

There is no "true-up" on the average monthly plan. The average monthly plan works in a manner that shows the usage fees. There is an adjustment made for the AMP on each bill to give a balance for the average monthly payment.

Any residential customer may request this AMP payment plan by completing the proper forms available at City Hall at any time throughout the year.

Should a customer wish to discontinue the plan, he or she must make this request in writing. The customer's bill for the following month will reflect the proper charges to balance any "over-payment" or "under-payment" created by the average monthly payment plan.

The City may automatically discontinue the plan to any customer for non-payment or late payment of a utility bill or for any reason deemed necessary. Upon discontinuation by the City, the City shall make any necessary adjustment to the following month's bill.

We will be happy to answer any further questions you may have. Please call the Finance Department or Utilities Department at **785-229-3600** for more information.