



Rate Design

Question asked by: Ann Marie Nikolich

Date question asked: June 24, 2021

Date question answered: July 19, 2021

Question: CPS used to have a budgeted payment plan – is that option not in place any longer?

Answer: Yes. We have a Budget Payment Plan (BPP) for residential and small business customers.

How the plan works is

- We average the customers past bills to come up with a fixed payment for the next 12 months.
- We also periodically review their bills to see if our estimates were accurate.
- The program will automatically renew every 12 months, adjusting as necessary to the customer's bill history, until the customer cancels the program.
- To qualify, a customer must have at least 12 months' worth of billing data for the property and not be past due.
- If, after a year, customer has a debit balance of \$300 or more, CPS Energy will allow the customer to pay it on a 12-month installment plan; it will appear automatically as a separate item on the customers' monthly bill.
- If, after a year, customer has a debit balance less than \$300 OR a credit balance, CPS Energy will apply it to the customers' monthly bill.
- Currently over 34,000 customers participate in the program.