



## **BILLING OPTIONS FOR GAS & ELECTRIC UTILITIES**

When you sign up for a gas and/or electric utility services, by default, you will be set up to receive a paper bill and will be billed based on your monthly usage. TPCG offers **electronic billing** and **average billing** for our customers wishing to explore alternative options.

### **Average billing**

TPCG offers an average billing program designed to keep your monthly bill amount consistent year-round. It is available to customers with at least 12 months of service history.

Fill out an application in person or download an application [here](#). Return your completed application to our office or email it to [cityutilities@tpcg.org](mailto:cityutilities@tpcg.org).

The average billing program is an optional service for eligible customers and can be canceled at any time.

### **Average billing FAQ**

#### **What is average billing?**

The average billing program is a payment plan based on the previous billing history. It is designed to allow customers to pay less during high-usage months (summer and winter) by paying extra during low-usage months (spring and fall), resulting in more consistent payments year-round.

#### **Will average billing save me money?**

Average billing will not save you money, nor will it cost you more. You will pay an AVERAGE amount over a seasonal billing period that will fluctuate minimally in accordance with your previous 12-month billing history.

#### **Who is eligible?**

Average billing is open to residential customers only with an established billing record of 12 months, during which no default payments (payments made after the cut-off date) have occurred.

#### **When can I apply?**

You can apply at any time. All average billing accounts will require an application to be signed by the account holder (as named on the account).

#### **How do I cancel?**

You may cancel via written notification at any time. Upon cancelation, any **ACCUMULATED DIFFERENCE** (charge/credit) will be applied to the following month's bill. That amount reflects monthly on your bill.

## Electronic billing

TPCG offers electronic billing (e-bill). This paperless option will be sent through email.

Fill out an application in person or download an application [here](#). Return your completed application to our office or email it to [cityutilities@tpcg.org](mailto:cityutilities@tpcg.org).

## Electronic billing FAQ

### **What is electronic billing (e-bill) ?**

E-bill is our convenient paperless billing option. Instead of a paper bill, you will receive an email when your bill is available.

### **How does e-bill work?**

You will receive an email stating that your e-bill is available to be viewed online if you are an online customer. If you do not have an online account, you'll receive the PDF copy of the bill as an attachment in the email.

### **Will I still get a paper bill if I sign up for e-bill?**

No. Once you sign up for e-bill, you will only receive the electronic notification(s) selected on your application.

### **Who can use e-bill option?**

Any TPCG utility customer is eligible for this service. Additional requirements include a valid email address.

### **Why should I use e-bill service?**

Notice of e-bill is received up to a week earlier than paper copy bills sent by U.S. Postal Service. Reduction in the consumption of paper and other natural resources.

### **How much does the e-bill service cost?**

TPCG utility e-bill service is **free!**

### **How do I sign up to receive e-bills?**

Call our office at (985) 873-6462 for an application, or [download](#) and return the completed application to our office.

**How do I view my bill?**

If you have an online account already created, your electronic bill (e-bill) will be available online at [mytpcg.org](http://mytpcg.org). If you do not have an online account, you'll receive PDF copy of the bill as an attachment in the email.

**How do I make payments?**

Click [here](#) to view our payment options.

**What if I don't receive an email regarding my e-bill?**

Call our office at (985) 873-6462 or [cityutilities@tpcg.org](mailto:cityutilities@tpcg.org).

**What information will I need when filling out my e-bill application?**

- TPCG utility account number (*printed on your previous paper bill*).
- Utility service address (*printed on your previous paper bill*).
- Mailing address (*printed on your previous paper bill*).
- Personal email address.

**How long will it take to switch from paper bill to e-bill?**

Once your application is received and the account is set up for this service, you will start receiving your bills and/or notifications.

**How do I discontinue my e-bill service?**

Call our office at (985) 873-6462.