

# Level Pay Plan– FAQ’S

- **My Level Pay Plan amount due is too high, can it be adjusted?**

A: Accounts are periodically reviewed and adjusted accordingly.

- **Can I be removed from the Level Pay Plan program?**

A: Yes, customers can elect to be removed from Level Pay Plan at any time. Customers can re-enroll into the program, but all outstanding charges must be current.

- **Can I get a payment extension or promise to pay?**

A: Yes, but this would require you to be removed from the Level Pay Plan program. Customers can re-enroll into the program, but all outstanding charges must be current.

- **Can the credit on the Level Pay Plan be used towards the payment due?**

A: Credits resulting from the billing of the account cannot be used towards the Level Pay amount.

- **Can I make an over-payment?**

A: Yes, over-payments on your account will be applied towards your future Level Pay amount due.

- **My Level Pay amount due changed from last bill, why?**

A: Accounts are periodically reviewed and adjusted accordingly.

- **I am moving to another address in Anaheim, will I still be enrolled in Level Pay Plan?**

A: It’s recommended that the customer wait a 12-month period before re-enrolling.

- **I missed my payment, what happens with my Level Pay Plan?**

A: Customers that fail to submit full payment by the due date will be eligible for removal. Customers can re-enroll after settling their outstanding balance.