

Cycle of Delinquent Accounts



<u>Day #</u>	<u>Action</u>	<u>Process</u>	<u>Associated Fees of Action</u>
0	Statement Date	Billing Statement Sent	None
20	Due Date	Date - Current Charges Due	None
30	Friendly Reminder	Document Sent	\$3 or 1.5% whichever is greater
44	Final Delinquency	Document Sent	\$10 Flat Charge
51	Shut Off	Date - Shut Off	\$25 Disconnect Charge
53	Payment Plan	Over the Phone	None
67	Payment Plan	Document (Signed In Person)	None

Notes:

1. If a customer executes a signed payment plan to the latest allowable date, they will receive their next bill during their payment plan extension.
2. Fifty (50) days after the bill date, 1% of the amount due is assessed, with an additional 1% every 30 days thereafter

Day Number

