## Cycle of Delinquent Accounts

| *    |      |
|------|------|
|      |      |
| Ölyn | npia |

53

Plan

67

Signed

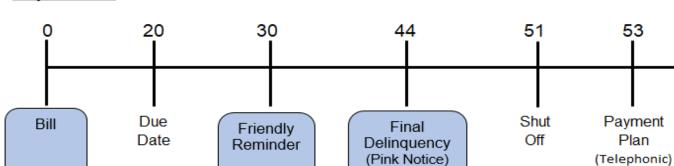
Payment

Plan

| <u>Day #</u> | <u>Action</u>     | <u>Process</u>              | Associated Fees of Action        |
|--------------|-------------------|-----------------------------|----------------------------------|
| 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