

## DELINQUENT POLICY AND PRACTICE COMPARISON

RUC ITEM #070744

JANUARY 8, 2008

<u>ACTION</u>	<u>CURRENT POLICY / PRACTICE</u>	<u>PRIOR POLICY / PRACTICE</u>
<b>1a.</b> Due date	No change in due date	Utility bills are due and payable upon rendering
<b>1b.</b> Late Fee message on utility bill	<i>"Please pay by 7 pm on mm/dd/yyyy to avoid late fee"</i>	<i>"Please pay by mm/dd/yyyy to avoid late fee"</i>
<b>2a.</b> Late Fee payment deadline	<ul style="list-style-type: none"> <li>▪ 21 days following billing</li> <li>▪ No later than 7 pm Sunday through Thursday</li> </ul>	<ul style="list-style-type: none"> <li>▪ 20 days following billing</li> <li>▪ Anytime before nightly processing begins Monday through Friday</li> </ul>
<b>2b.</b> Late Fee assessment	<ul style="list-style-type: none"> <li>▪ No change in late fee</li> <li>▪ Assess after 7pm on 21<sup>st</sup> day following billing</li> </ul>	<ul style="list-style-type: none"> <li>▪ 2% of unpaid balance or \$1, whichever is less, since Oct 1993</li> <li>▪ <b>POLICY:</b> Assess on 20<sup>th</sup> day following billing</li> <li>▪ <b>PRACTICE:</b> Assess at 2<sup>nd</sup> month's billing – 28 to 34 days</li> </ul>
<b>2c.</b> Late Fee letter	<ul style="list-style-type: none"> <li>▪ Generated after 7 pm on payment deadline</li> <li>▪ Mailed the next workday</li> <li>▪ 3 different letters based on 12-month creditworthiness score – <i>"If not paid in full by 7 pm on mm/dd/yyyy {7 more calendar days}:</i> <ul style="list-style-type: none"> <li>○ Reminder (0 – 29 pts): <i>"...to maintain good payment history"</i></li> <li>○ Delinquent Notice (30 – 89 pts): <i>"...account will become eligible for service disconnect the following workday"</i></li> <li>○ No Reconnect Notice (90 pts +): <i>"...account will become eligible for service disconnect the following workday... service will not be scheduled for reconnection until you have made payment in full and contacted Customer Service..."</i></li> </ul> </li> </ul>	None
<b>3a.</b> Delinquent payment deadline	<ul style="list-style-type: none"> <li>▪ 28 days following current month's billing</li> <li>▪ No later than 7 pm Sunday through Thursday</li> <li>▪ 30 creditworthiness points assessed</li> </ul>	<ul style="list-style-type: none"> <li>▪ 7 days following rendering of 2<sup>nd</sup> month's bill – 35 to 41 days</li> <li>▪ Anytime before nightly processing begins Monday through Friday</li> <li>▪ Delinquent message on 2<sup>nd</sup> month's bill – <i>"Pay by mm/dd/yyyy to avoid disconnection"</i></li> </ul>

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<b>3b.</b> Delinquent Disconnect Order	<ul style="list-style-type: none"> <li>▪ Created the evening of delinquent payment deadline – 28 days from current month's billing</li> <li>▪ No change in service fee</li> <li>▪ Scheduled for next workday and placed in electronic queue</li> <li>▪ Electronically issued</li> <li>▪ Worked the next workday</li> <li>▪ Cannot be created another workday – once created, must work or cancel</li> </ul>	<ul style="list-style-type: none"> <li>▪ Created the evening of delinquent payment deadline – 35 to 41 days from original billing the previous month</li> <li>▪ \$20 service fee since Oct 1995</li> <li>▪ Printed by manual request</li>   <li>▪ Manually issued</li> <li>▪ Worked as resources allow</li> <li>▪ Can be created any workday – typically 1-2 weeks after deadline</li> </ul>
<b>3c.</b> Delinquent processing suspension	<ul style="list-style-type: none"> <li>▪ Temperature (32°) / Heat index (105°)</li> <li>▪ MEES (hold 1 workday)</li> <li>▪ Technician judgment (hold 1 workday)</li> <li>▪ Workday immediately preceding City holiday</li>   <li>▪ Anytime sufficient resources not available</li> </ul>	<ul style="list-style-type: none"> <li>▪ Temperature (32°) / Heat index (105°)</li> <li>▪ MEES (hold 1 workday)</li> <li>▪ Technician judgment (hold 1 workday)</li> <li>▪ Workday immediately preceding weekend or City holiday</li> </ul>
<b>4a.</b> Additional Deposit	<ul style="list-style-type: none"> <li>▪ <b>POLICY:</b> No change in unsatisfactory payment history language</li> <li>▪ <b>PRACTICE:</b> forgives first missed delinquent payment deadline</li> <li>▪ Identified by creditworthiness score</li> <li>▪ Two times service based deposit amount – typically less than 2x average bill</li> </ul>	<ul style="list-style-type: none"> <li>▪ Unsatisfactory payment history – no more than 1 delinquent cut for nonpayment or 2 returned payments in preceding 12 months</li> <li>▪ Identified by manual report</li> <li>▪ Two times average monthly bill</li> </ul>
<b>4b.</b> Social Security Number verification [\$2 per POS ID check]	Only performed on customers with unsatisfactory payment history	Performed at service signup to avoid initial deposit
<b>5.</b> Service Reconnection Order	<ul style="list-style-type: none"> <li>▪ Created upon payment of past due amount from <u>current</u> month unless customer has an unsatisfactory payment history</li> <li>▪ Same day: \$40 service fee</li> <li>▪ Holiday/weekend: No change in service fee</li> <li>▪ Scheduled for next workday and placed in electronic queue</li> <li>▪ Electronically issued</li> <li>▪ Worked the next workday unless same day service fee is accepted</li> </ul>	<ul style="list-style-type: none"> <li>▪ Created upon payment of past due amount from <u>previous</u> month – at least 2 months in arrears owed</li> <li>▪ \$20 service fee since Oct 2003</li> <li>▪ \$50 service fee since Mar 1998</li> <li>▪ Printed immediately</li>   <li>▪ Manually issued</li> <li>▪ Worked the next workday unless...                             <ul style="list-style-type: none"> <li>○ Payment is made in full before 3 pm</li> <li>○ Same day service fee accepted after 3 pm</li> </ul> </li> </ul>