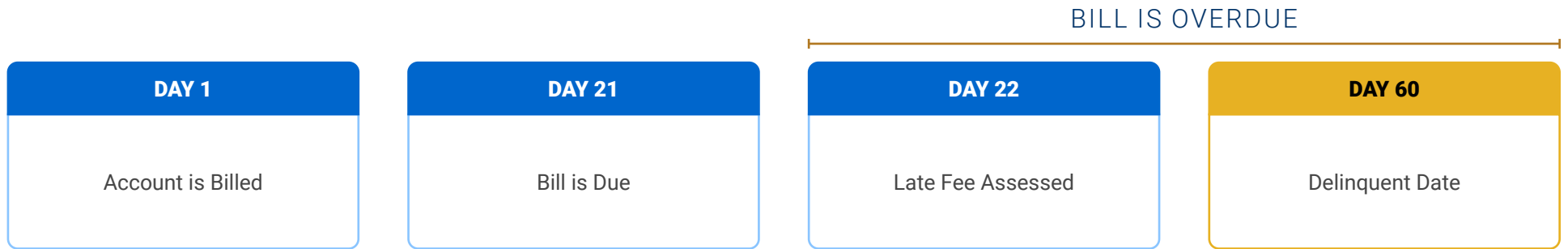


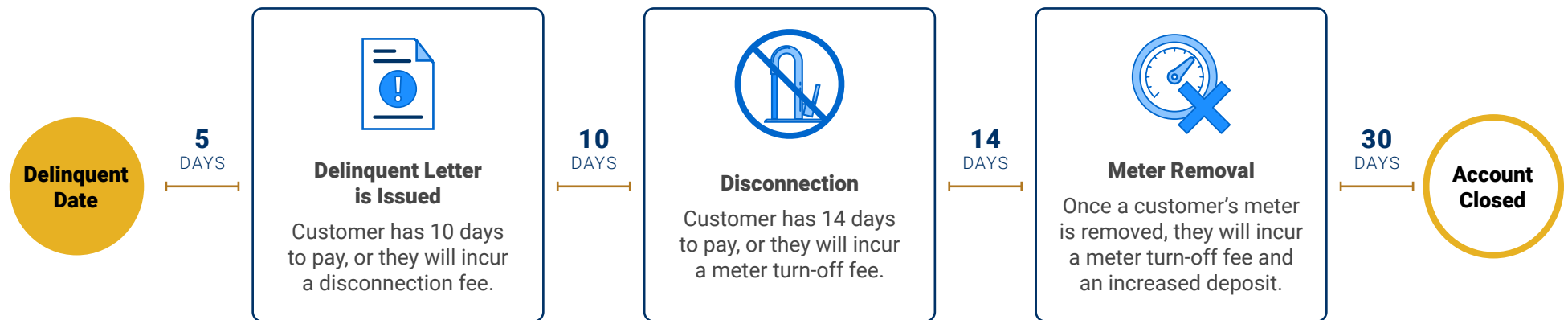


DELINQUENT BILL PROCESS

An unpaid bill becomes delinquent if it's greater than \$50 and older than 60 days.



Once a bill becomes delinquent, the following steps will be taken if the bill remains unpaid.



A customer would be removed from the collections cycle for the following:

- ★ Customer has a Special Payment Arrangement in good standing.
- ★ Customer requests a high bill investigation.
- ★ Customer requests a hearing or re-hearing after receiving the results of a high bill investigation.
- ★ Customer has been granted a low-income exemption.
- ★ Customer has been granted a medical or other at-risk exemption.