

## **DELINQUENT ACCOUNT POLICY**

1. If Customer fails to pay the charges due for utility services furnished by Supplier by the close of business on the 15<sup>th</sup> of each month, the account is delinquent and a one-time penalty of 25% of the total charges due shall automatically be added to the account.

2. At the conclusion of the 10<sup>th</sup> day of delinquency (the 25<sup>th</sup> of each month), utilities to the Customer shall be disconnected with meters being removed or locked and shall be classified as an inactive customer. No past due notices shall be sent to Customer to advise of the delinquency and/or of the intent to disconnect service.

3. All inactive (delinquent) accounts shall be subject to a monthly interest charge of 1% (12% per year) of the delinquent account balance.

4. Utilities shall not be restored until all delinquencies, including interest accumulated thereon, and a reconnection fee of \$40.00 per service provided have been paid. The reconnection fee is automatically imposed upon the Customer's account when a work order for disconnection is generated for execution.

5. Customer agrees that Supplier shall have the right to institute collection proceedings by all means available to it, including suit in a court of proper jurisdiction. The Customer further agrees to pay all costs of collection including court costs and attorney's fees.

6. A return check fee of \$45.00 shall be assessed for each dishonored check. Upon dishonor, the Customer must pay the amount due with cash or with money order within forty-eight (48) hours of notice of dishonor. If the same is not paid within the time deadline, utilities to the Customer shall be disconnected with meters being removed or locked. In such event, utilities shall not be restored until all delinquencies, including payment of the return check fee of \$45.00 and the reconnection fee of \$40.00 per service provided, have been paid.