

ACCT BILLS :
01/10
Due: 02/01



\$50/35 days
past due:
Auto Call
02/16

EXAMPLE OF NORMAL RESIDENTIAL DISCONNECTION NOTICE TIMELINE

PAST DUE
NOTICE
02/21



URGENT
NOTICE
03/01



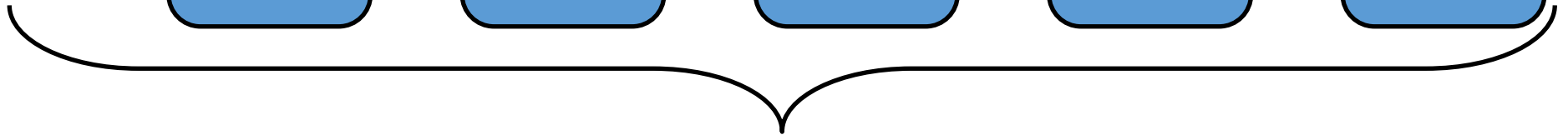
NOTICE DUE
DATE
03/07



EARLIEST
AGENT-LED
PHONE CALL
03/08



EARLIEST
POTENTIAL
DISCONNECT
03/13



62 Days