

Time Frame	Activity
Payment Due	<ul style="list-style-type: none"> • Service is sold or completed • Inspector or Technician attempts to collect payment
7 Days Past Due	<ul style="list-style-type: none"> • CSS calls to verify customer is satisfied with service
10-14 Days Past Due	<ul style="list-style-type: none"> • Reporting mails a statement to customers who owe for service provided 10-14 days earlier. Reporting continues to send statements at 30 day intervals from statement date.
30 Days Past Due	<ul style="list-style-type: none"> • OM or CSS calls to collect payment • OM or CSS sends Collection Letter #1
60-90 Days Past Due Account Suspended Account Cancelled Bad Debt Process Started	<ul style="list-style-type: none"> • OM or Service Manager (SM) calls to collect payment • Next scheduled service will not be performed • Account is suspended (if monthly account with 2 month balance outstanding; bi-monthly and quarterly accounts are suspended and canceled during the month of the next regular service scheduled) • OM or CSS sends Collections Letter #2 as it becomes 60 days past due • OM or CSS begins bad debt process which includes the cancel request for SM and sending the certified Final Collections Letter • General Manager (GM) makes an in-person visit to try to collect payment
90-120 Days Past Due Bad Debt Account	Accounts where cancellation has already occurred and bad debt process completed: <ul style="list-style-type: none"> • OM or CSS notates account as Bad Debt • Corporate accounting sends a final collection letter. If customer doesn't respond within 15 days, customer is sent to a collections agency.