

# ACCOUNT COLLECTION PROCEDURES

## CALENDAR OF EVENTS

**2019**

EVENT	1ST QTR	2ND QTR	3RD QTR	4TH QTR
START OF BILLING CYCLE	JAN 1	APR 1	JULY 1	OCT 1
DATE METERS ARE READ	JAN 1 TO 15	APR 1 TO 15	JULY 1 TO 15	OCT 1 TO 15
MONTHS CONTAINED IN BILLING CYCLE	OCT,NOV,DEC	JAN,FEB,MAR	APR,MAY,JUN	JUL,AUG,SEPT
DATE BILL IS MAILED TO CUSTOMER	JAN 31	APR 30	JUL 31	OCT 31
<b>DUE DATE</b>	<b>MAR 4</b>	<b>JUN 3</b>	<b>SEPT 3</b>	<b>DEC 2</b>
<b>PENALTY POSTING - DATE 10 % PENALTY ADDED TO BILL</b>	<b>MAR 5</b>	<b>JUN 4</b>	<b>SEPT 4</b>	<b>DEC 3</b>
DATE LATE NOTICES ARE MAILED	MAR 6	JUN 5	SEPT 5	DEC 4
DATE WHEN LATE NOTICE PAYMENTS ARE DUE	MAR 31	JUN 30	SEPT 30	DEC 31
DATE MTA BOARD APPROVES SHUT OFF LIST	MAR 21	JUN 20	SEPT 19	DEC 19
DATE WHEN SHUT OFF LISTS ARE MAILED AND POSTED ON DOOR	APR 1	JULY 1	OCT 1	JAN 2
DATE WHEN CUSTOMER IS SHUT OFF FOR NON PAYMENT	APR 15	JULY 15	OCT 14	JAN 13

**NOTE: IF YOU DO NOT RECEIVE YOUR BILL IN THE MAIL BY FEB. 15TH, MAY 15TH, AUG 15TH & NOV 15TH, PLEASE CALL OUR OFFICE AT 610-926-4173**