

ACCOUNT COLLECTION PROCEDURES CALENDAR OF EVENTS

2020

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 30	APR 29	JUL 30	OCT 29
DUE DATE	MAR 2	JUN 1	SEPT 1	DEC 1
PENALTY POSTING - DATE 10 % PENALTY ADDED TO BILL	MAR 3	JUN 2	SEPT 2	DEC 2
DATE LATE NOTICES ARE MAILED	MAR 6	JUN 5	SEPT 4	DEC 7
DATE WHEN LATE NOTICE PAYMENTS ARE DUE	MAR 31	JUN 30	SEPT 30	DEC 31
DATE MTA BOARD APPROVES SHUT OFF LIST	MAR 19	JUN 18	SEPT 17	DEC 17
DATE WHEN SHUT OFF LISTS ARE MAILED AND POSTED ON DOOR	APR 6	JULY 13	OCT 5	JAN 5
DATE WHEN CUSTOMER IS SHUT OFF FOR NON PAYMENT	APR 20	JULY 27	OCT 19	JAN 19

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