ACCOUNT COLLECTION PROCEDURES

CALENDAR OF EVENTS

2017

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 MAIILED TO CUSTOMER	JAN 31	APR 30	JUL 31	OCT 31
DUE DATE	**MAR 1**	**JUN 1**	**SEPT 5**	**DEC 4**
PENALTY POSTING - DATE 10 % PENALTY ADDED TO BILL	**MAR 2**	**JUN 2**	**SEPT 6**	**DEC 5**
DATE LATE NOTICES ARE MAILED	**MAR 6**	**JUN 6**	**SEPT 7**	**DEC 6**
DATE WHEN LATE NOTICE PAYMENTS ARE DUE	**MAR 31**	**JUN 30**	**SEPT 30**	**DEC 31**
DATE MTA BOARD APPROVES SHUT OFF LIST	**APR 20**	**JULY 20**	**OCT 19**	**JAN 18**
DATE WHEN SHUT OFF LISTS ARE MAILED AND POSTED ON DOOR	**APR 21**	**JULY 21**	**OCT 20**	**JAN 19**
DATE WHEN CUSTOMER IS **SHUT OFF** FOR NON PAYMENT	**MAY 1**	**JULY 30**	**OCT 30**	**JAN 29**

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