An unpaid bill becomes delinquent if it’s greater than $50 and older than 60 days.

Once a bill becomes delinquent, the following steps will be taken if the bill remains unpaid:

- **Delinquent Letter is Issued**: Customer has 10 days to pay, or they will incur a disconnection fee.
- **Disconnection**: Customer has 14 days to pay, or they will incur a meter turn-off fee.
- **Meter Removal**: Once a customer’s meter is removed, they will incur a meter turn-off fee and an increased deposit.

**A customer would be removed from the collections cycle for the following:**

- ★ Customer has a Special Payment Arrangement in good standing.
- ★ Customer requests a high bill investigation.
- ★ Customer requests a hearing or re-hearing after receiving the results of a high bill investigation.
- ★ Customer has been granted a low-income exemption.
- ★ Customer has been granted a medical or other at-risk exemption.