



Special Collections Procedures (AFTER Covid) (effective July 1, 2020):

Standard collections procedures will apply effective 7/1/20, except for customers in Louisiana with telephone service.

Customers who are able to demonstrate an inability to pay directly attributable to Covid will be eligible to negotiate payment plans:

- For residential and small business customers, the Company provides flexible payment arrangements for past due accounts on an individual case basis. Customer Service Representatives are authorized to give up to 10 days beyond the soft disconnect date or 25 days after the due date which falls 55 days after the invoice is mailed/received. Collections Department and Regional Managers are authorized to approve all payment arrangements. Under normal circumstances, the Company does not approve extending payment arrangements beyond 60 days unless there are extenuating circumstances.
- Commercial accounts (excluding small business customers) are subject to the terms and conditions of the sales contract which include Early Termination Fees. The VP of Commercial Marketing is authorized to negotiate all payment arrangements on an individual case basis.

