

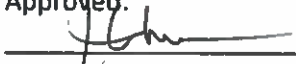


<p align="center">GUAM POWER AUTHORITY STANDARD OPERATING PROCEDURE</p>	<p>Prepared by:  / <u>Richard Bersamin</u> Signature Title: Program Coordinator II</p>
<p>TITLE: COLLECTION GUIDELINES FOR DELINQUENT ACCOUNTS</p>	<p>Reviewed by:  / <u>Mercy Castro</u> Signature Division Manager</p>
<p>NO: SOP-156 Supersedes:</p>	<p>Concurred by: _____/ <u>Melinda R. Camacho, P.E.</u> Signature Assistant GM, OPERATIONS</p>
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1.0 PURPOSE

These guidelines are provided to assist Customer Service Representatives (CSRs) in making payment arrangement decisions for customers with delinquent accounts. These guidelines are intended only as a supplement to existing GPA Rules and Regulations and Policies.

2.0 SCOPE

Extensions or payment arrangements are to be made expressly with accountholder(s) or the legitimate agent(s) providing a written authorization and proper identification. Any additional payment arrangements exceeding payment arrangement due dates requires supervisory or managerial approval.

3.0 STANDARDS

These guidelines are based on the current account status and distinguished according to the following categories:

3.1 Accounts 30+ Days Past due and prior to Disconnection

Customer Service Representatives are authorized to grant payment extensions up to 10 days provided the collections on the account are for the payment in full (PIF) inclusive of the current bill.

3.2 Disconnected Nonpayment Accounts

Customer Service Representatives are authorized to grant payment extensions to customers disconnected for nonpayment provided minimum payment of arrears and reconnection fee is collected with the current bill payable within 10 days.

3.3 Terminated Nonpayment Accounts

- 3.3.1 Customers terminated for nonpayment are required to clear all outstanding balances along with the Guaranty Deposit and any associated fees required to re-establish the account.
- 3.3.2 If customers are unable to comply with these terms, Customer Service Representatives can negotiate a Deferred Payment Arrangement for the inactive account balance.
- 3.3.3 In accordance with the standard guidelines referenced under GPA's Receivable and Collection Policy, a 25% down payment is required with 3 remaining installments of the same amount.
- 3.3.4 All outstanding balances should be consolidated into the active account to monitor compliance with the payment agreement.

3.4 Medical Needs Accounts

- 3.4.1 Customers with medical needs are required to provide a doctor's certification identifying their specific needs with regard to power service.
- 3.4.2 The Authority reserves the right to periodically request for an updated medical certification.
- 3.4.3 Should a customer with medical needs require a payment arrangement, CSRs can grant a payment arrangement based on the standard guidelines defined in our GPA Receivable and Collection Policy. Whereas, a 25% down down payment would be required with 3 remaining installments of the same amount. Any additional payment terms will require supervisory or managerial approval.

4.0 CUSTOMER FOCUS

Customer Services is focused on assisting and maintaining good working relationships with customers while minding collections to ensure the Authority's delinquency ratio stays below industry standards of 5%.

For additional guidelines, CSRs may refer to the GPA Rules and Regulations under the General Rules Section 4, Rendering and Payment of Bills.