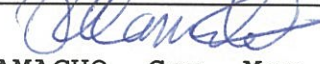


G U A M P O W E R A U T H O R I T Y <i>Standard Operating Procedure</i>	* SOP-089	Issued: 03/15/93
	Prepared By: ANNIE Q. SANTOS Manager, Cust. Svcs., Acting	
Title: CUSTOMER DELINQUENT ACCOUNTS	Approved By:  RAYMOND C. CAMACHO, Gen. Mgr.	
Effective Date: 11/12/93 Supersedes No. Page 1 of 3		

1.0 **PURPOSE**

This procedure is set forth in an effort to establish consistency in handling customer delinquent accounts.

2.0 **SCOPE**

This shall be applicable to all GPA customers.

3.0 **BASIS**

Rule 20210.18 Payment of Bills. Any power bill which remains unpaid fifteen (15) days after the date the current charges are billed will cause a customer's service to be subject to disconnection for non-payment under provision of 20210.22.

4.0 **PROCEDURE: Active Delinquent Process**

Check for most current transaction and apply information to field sheets. If an account still has an outstanding balance, schedule tagging for the next work day.

- 4.1 Verify pending termination request in the computer terminal before scheduling.
- 4.2 Prepare and attach field sheets to the 72 hours disconnect tag notice.
- 4.3 Separate extended accounts from batch and file according to the extension date.
- 4.4 Count field sheets and prepare Month To Date (MTD Activity schedule (Exhibit 1).
 - 4.4.1 Release original field sheets to Meter Reader Section for tagging and location sketch. Maintain a copy for office use.

CODES: * REVISED # ADDED

4.4.2 Upon completion of tagging, return field sheet of 72 hours and continue checking payment until it is ready to be released to Disconnection/Reconnection Section for scheduling.

4.5 Daily cash transaction received on the scheduled disconnection date must be immediately checked and payment must be recorded on the field sheet and release for reconnection or DND to the Disconnection/Reconnection Crew. After 3:30 pm, call Dispatch Control Center to relay reconnect message.

5.0 **RECONNECTION PROCEDURE**

Rule 20210.30 Reconnection Charge. The Authority will collect the appropriate reconnection charge before restoring electric service which was discontinued for non-payment of bills, fraud, or for failure to comply with the Rate Schedules and Service Rules of the Authority. In addition, the Authority will charge and collect all costs associated with the discontinuance or restoration of service which has resulted from the customer's action or negligence.

5.1 When a customer's power is disconnected for non-payment and then request for reconnection of their service, prepare a copy of bill and an official receipt for reconnection fee to be paid by the customer before reconnecting the customer's power.

5.2 The field sheet must indicate the amount customer paid, date, time and where it was paid at.

5.3 Release reconnect order to Disconnection/Reconnection Section by fax or hand delivered to an authorized employee within Customer Services.

6.0 **RESCHEDULED PROCEDURE** - An account may be rescheduled for disconnection for the following.

- a. Advise by Disconnection/Reconnection Supervisor
- b. Extension accepted by Customer Service Representative
- c. Non-receipt of payment through mail or agent (after 3 days since last scheduled)

STANDARD OPERATING PROCEDURE	No. SOP-089	Issued: 03/15/93	Page 3 of 3
------------------------------	-------------	------------------	-------------

6.0 (continued)

- d. Inaccessible
- e. Meter number doesn't correspond

6.1 Review current daily cash and update each account for payment.

6.2 All accounts still in arrears shall be rescheduled for disconnection.

7.0 **TERMINATION FOR NON-PAYMENT** - After a customer has been disconnected and five (5) days later he/she has not made arrangements to have his/her service reconnected, Support Services personnel shall immediately verify customer's account if any payment has been made prior to processing of termination contract.

8.0 **DELINQUENT COMPLETION PROCEDURE** - Completion of the MTD activity work schedule must be submitted to the Customer Service Representative Supervisor for accountability on all customer status performed by the appropriate section (refer to MTD activity work schedule).

8.1 If account was reconnected and bill was paid without a reconnection fee, a Journal Entry must be prepared, signed and approved by the Section Supervisor and forwarded to Accounting Department.

8.2 If meter is inaccessible or the meter number does not correspond, immediate action must be taken to get rectified.

CODES: * REVISED # ADDED