

Modification of the Billing & Collection Timeline

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Objectives

- ◆ Reduce bad-debt expense.
- ◆ Simplify processes and administration.
- ◆ Enhance the benefit of Landlord-Tenant Agreements (LLTA's) and "Office Disconnects."

The Current Timeline

Day 1	First Bill
Day 30	Second "Past Due" Bill
Day 40	Notice to Landlords, etc. (1st Notice)
Day 60	Third "Delinquent" Bill (2nd Notice)
Day 67	Door Tag (3rd Notice)
Day 70	Earliest Day to Shut-off

The Proposed Timeline

Day 1	First Bill
Day 30	Second "Past Due" Bill
Day 40	Notice to Landlords, etc. (1st Notice)
Day 52	Door Tag (2nd Notice)
Day 55	Earliest Day to Shut-off
Day 60	Third "Delinquent" Bill (If not yet shut-off.)

The Difference Between Timelines

- ◆ The 2nd Notice is eliminated.
- ◆ The notices required include a "40-Day Notice" and a Door Tag.
- ◆ The billing and collection cycle is shortened by 15 days.

The Benefits

- ◆ Bad-debt expense is reduced by approximately \$40,000 per year.
- ◆ Processes and modifications are simplified by eliminating a major step.
- ◆ Marketing the LLTA and making greater use of "Office Disconnects" saves money and reduces Operations field work.

Action Required

- ◆ Filing of a tariff advice letter and revised tariff sheet.
- ◆ Modification of the delinquent account scheduling process.
- ◆ Modification of the delinquent bill.