

AD5

Category: ADMINISTRATIVE/OPERATIONS

DELINQUENT ACCOUNTS & COLLECTIONS POLICY

I. PURPOSE

To provide guidelines for the determination of delinquent accounts.

II. BACKGROUND

Pacific Gas & Electric (PG&E) issues bills to customers. Accounts become “past due” 18-22 days after the bill is issued. For residential customers, a 15-day notice is sent with the next bill, and the account becomes eligible for disconnection within 50-56 days from original bill issuance. For commercial customers, a 7-day notice is sent, and the account becomes eligible for disconnection after 32 days from when the bill was issued.

III. POLICY

All MBCP accounts (Residential, Commercial and Industrial) identified in the monthly aging accounts receivable report, as provided by PG&E, with outstanding balances of 60 days or more are eligible to be returned to PG&E.

Closed accounts may be written-off.