

# RESERVED CAPACITY FEE PROCESS CHART

Billing staff member runs a report each month to identify accounts that have been out of service for over 3 months and over 6 months.



Letter is sent to property owners for accounts closed over 3 months with information on Reserved Capacity fee process and the option of re-activating the account and staying current on monthly fixed fees.



For accounts not re-activated within 6 months, a comment is put in the billing system by the billing staff member who ran the report indicating that the account is subject to Reserved Capacity Fees when the customer calls to re-open the account. The date of applicability of the fee is noted in the comment.



Customer calls to re-initiate service.



The fee is calculated by the billing staff and added to the first bill by using the date in the comment and date of service initiation to determine the number of months for the fee to be assessed.