

Summer Pay Plan Guidelines:

- How much debt should a Pay Plan cover?
 - Full balance

- When should this be paid by?
 - By Next Bill Date
 - By Disconnection date
 - If set out further-should NOT put the customer past due with upcoming bill

- What do you look for in Pay Plan History?
 - Look at broken Pay Plans
 - Notes on previous Pay Plans

- What else comes into play?
 - Your Judgment
 - Unique situation

- Other:
 - Enter good customer contacts
 - Encourage the customer write down the pay plan

Pay Plan Focused Conversation:

1. "Have you applied for Fuel Assistance? Let me get you the #"
2. "Your disconnection is set for on or after mm/dd and your next bill date is mm/dd"
3. "To stop a disconnection, I need \$XX.XX by mm/dd"
4. "What can you pay TODAY?"
5. "When are your pay days?"
6. "Your last payment was mm/dd."
7. "How will you be making these payments?"
8. "They must post on the days we have set to stop further collection activity"
9. "Do you want to take a look at your calendar/finances and call back?"
10. "I see that in the past, you have broken several pay plans..."
11. "If this plan is broken, there will be no further extensions..."