

Collection Process Benchmark Comparisons

Services	City	Late		Residential Deposit	Option to Waive Deposit		Credit Scoring	Fund Assistance	Days to Disconnect	Delinquent/ Reconnect Charge	Same Day Fee	Days to Final Account
		Fee	Interest									
E, W	Bryan*	Y	N	Flat	Y	N	N		34	Y	N	43
E, W	Denton	Y	Y	2 Month Avg	Y	Y	Y		37	Y	Y	44
E, W	Garland	Y	N	2 Month Avg	Y	Y	Y		35	Y	N	90
E, W	Georgetown*	Y	N	Flat	Y	N	Y		51	Y	Y	65
E, W	Greenville	Y	N	Flat	Y	Y	N		21	Y	Y	35
E, W	Lubbock*	Y	N	Flat	N	N	Y		31	Y	Y	121 + ^
E, W	New Braunfels	Y	N	2 Month Avg	Y	N	Y		32	Y	Y	35-37
E, W	San Marcos**	Y	N	Flat	N	N	Y		28	Y	Y	35
E, W	Weatherford***	Y	N	Flat	Y	N	Y		27	Y	Y	34

* Flat Residential/Averaged Commercial Deposit

** Flat Deposit Rates for Non-Electric Accounts Only

*** 2 Month Average Deposit Up to \$400 With No Prior Debt and \$500 With Prior Debt

^ They only close accounts if there is no contact or payment for at least 90 days after the disconnection.

If there is contact, they leave the account "open" but leave services off and will still bill the customer for facility fees.