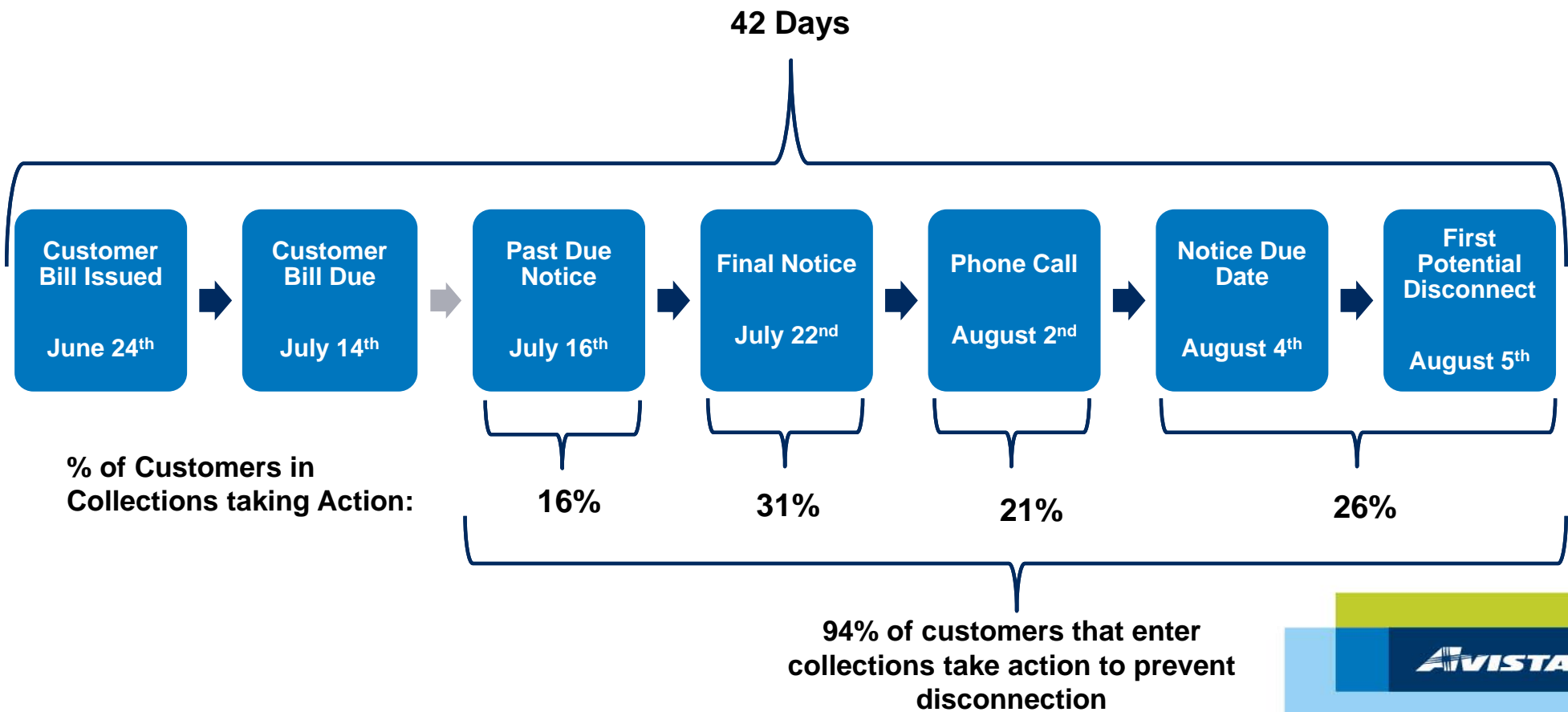


# Credit & Collections Process



## Disconnections from February 2019 – January 2020

<b>Time Period</b>	<b>Avg. Customers</b>	<b># of Disconnects</b>	<b>%</b>
February 19 - April 19	91,952	230	
May 19 - July 19	91,929	429	
August 19 – October 19	91,752	212	
November 19 – January 20	92,866	90	
<b>Total</b>	<b>92,125</b>	<b>961</b>	<b>1.04%</b>