Title: Determination of Collection Action	**Company:** Yankee Gas & CL&P, dba Eversource Energy	**Number:** 210.3
Description of Purpose: This policy provides guidelines for collections actions for accounts that have a past due balance.		
Owner: Director, Collections & Assistance Programs		**Effective Date:** *Proposed*

Key References:

Legal Statutes & Cases:

Regulations & Rulings:
- R.C.S.A.§ 16-3-100(j)(3)(E)[i] and R.C.S.A. § 16-3-100(g)(4)[ii]

Related Policies:
- 100.3 – Access to Company Equipment
- 310.3 – Notice of Shutoff for Non-Payment
- 340.3 – Rent Receiverships
- 360.3– Serious Illness/Life Threatening Condition
- 365.3 – Infant Medical Protection
- 430.3 – Winter Protection

Supporting Process Key Search Words:
- Collections, Disconnection, Termination

Policy:

- The Company will take collection action on electric and gas accounts with past due balances, while taking into account applicable legal statutes and cases, regulations and rulings and Related Policies.
- A customer's account is considered past due if payment is not received within 28 days of the statement date.
- If a payment is not satisfied in that timeframe the customer's service would be subject to collections notifications and processes, including service disconnection.
- The Company may make allowances for extenuating circumstances brought to the Company's attention.

[i] R.C.S.A. § 16-3-100(j)(3)(E). This regulation covers: (a) definitions; (b) grounds for termination; termination with and without notice; (c) notice of customers rights; (d) notice of termination; (e) termination and serious illness; (f) review of reasonable amortization agreements and hardship cases; (g) review of disputed accounts; (h) notification of third parties; (i) termination of service to tenants; and (j) termination of spouses' and former spouses' utility service.

[ii] Under R.C.S.A. §16-3-100(g)(4) review of disputed accounts: Legal remedies preserved. Except when a customer has entered into an arrangement for the payment of past due bills pursuant to subsections (e) or (g) of this section and has complied with all requirements of such arrangement and of subsection (e), (f), or (g) of this section, as appropriate, none of the provisions of this section shall be construed to prevent a utility company or a customer from pursuing, at any time, any legal remedies regarding customer accounts provided, however, that nothing in subsections (f) and (g)(4) of this section shall be construed to entitle a utility company or a customer to more than one hearing concerning the same issues in dispute.