CAPI Scenario-Payment Arrangements

Two consumers with different accounts contact you to ask for payment arrangements. Both consumers have had two arrangements during the year that have not worked out. One consumer says that she is behind because she lost her job six months ago, and one month ago her two adult children moved back in and the usage is much higher as a result. She is asking to pay 1/3 of a $600 balance and establish a payment arrangement of $25.00 a month for 14 months. Before this year, her payments were consistent.

The other customer says that her current income is $850 per month and she can afford to pay half of her $450 balance and $30 a month on her arrears for 7 months. Her payment history is inconsistent and she has been disconnected twice since the beginning of the year.

Do you accept the customers’ proposals? Why or why not? What regulations and factors do you consider?

**CAPI would support utilities working with both customers to avoid disconnection and accepting reasonable payment arrangements at any time.**

**PUC Rule 3.302 (G) Establishment of a Reasonable Repayment Plan says:**

**“When establishing a reasonable repayment plan, the company shall consider the income and income schedule of the customer, if offered by the customer, the customer's payment history, the size of the arrearage and current bill, the amount of time and reason for the outstanding bill and whether the delinquency was caused by unforeseen circumstances.”**

**In this scenario Customer #1 is experiencing unforeseen circumstances and she had a good history before this year, which should be taken into account. In the case of Customer #2, her income should be considered when establishing a payment arrangement schedule.**