

RECEIVED

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T.R.A. DOCKET ROOM

**NAVITAS**  
COMPANIES

RECEIVED

OCT 23 2012

October 16, 2012

TN REGULATORY AUTHORITY  
UTILITIES DIVISION

Paul Greene  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

Re: Rule 1220-4-7-.06(1)(I)  
Docket File 06-00225

Dear Mr. Greene:

Please note the following company policies for accounts receivable collections.

Customer bills are mailed on the 7<sup>th</sup> of each month. Due date is on the 30<sup>th</sup>. The disconnect date is on the 15<sup>th</sup> of the following month.

**DEFERRED PAYMENT AGREEMENT:** If payment is not made by the disconnect date, servicemen are given cut-offs and usually make contact with the customer and attempt to collect before disconnecting. The customer has the option to call the office and make a deferred payment agreement before the disconnect date.

**FINANCIAL AID ASSISTANCE DELAY:** Customer may apply for a 20 day delay in disconnection of service if they are waiting for financial assistance from federal, state, local social security agency. Customer must provide verification of approval for payment.

**FINANCIAL ASSISTANCE AGENCIES:** Upon request, our office will provide names of government or social agencies in your area that have programs available to assist eligible persons with payment of gas bills.

**SENIOR CITIZENS AND CONSUMERS WITH DISABILITIES:** Prior to disconnection of service customers may sign a form (Commission Notification Procedures). The customer account will be flagged notifying the company of the customer disability.

**LIFE THREATENING SITUATION:** A Medical Certificate must be completed by you and a licensed medical doctor and kept on file with the utility. This will allow time to make alternative arrangements for payment.

**RECONNECT AFTER TERMINATION:** The customer is required to pay the entire balance owed plus a \$25.00 reconnect fee. The service can then be restored within 24 hours. No disconnects are done on Fridays or weekends, giving the customer the opportunity to take care of payment during office hours.

**CUSTOMER ACCOUNT WRITE-OFF:** If a customer still owes a balance after final bill and deposit is applied, the company continues to send notices for payment. If mail is returned with no forwarding address, or the customer is known to be deceased, the account is written off to bad debts. Other accounts may be written off after several attempts to collect, such as Small Claims Court. If the customer wishes to reconnect, they are required to pay a new deposit plus the amount of the old bill.

Note: Please find enclosed a copy of Cut-Off-Notice listing all information for the customer.

Navitas TN NG, LLC



Thomas Hartline

**Navitas TN NG, LLC**  
**121 EAKLY CAMPUS ROAD**  
**EAKLY, OK 73033-**  
**PHONE 866-797-3342**

# CUT OFF NOTICE

Meter # 9075793      Sequence # 00470  
Route # 31      Service ID # 00000000000

ACCOUNT NUMBER	TOTAL DUE
[REDACTED]	339.66

Bill Date 7/7/12  
Due Date 7/30/12

[REDACTED]  
[REDACTED]  
JELICO, TN 37762-

ACCOUNT NUMBER	DISCONNECT DATE	TOTAL DUE
[REDACTED]	08/15/2012	339.66

**PAST DUE NOTICE...** Just a friendly reminder that payment has not been received. Payment must be received by the disconnect date shown above to avoid cutoff of service. If payment has been made, please disregard.  
If service is cut off, total amount owed may be required before service is restored.

Your service may be cut off by date above unless:

1. Payment is received, or
2. You enter into a Minimum Extended Payment Plan as offered by Navitas TN NG,
3. You notify Navitas TN NG that a cutoff of service would result in a life threatening situation.

If you are not satisfied with this determination, you may contact the Consumer Service Division for final determination.

**PAYMENT LOCATION:**

Navitas TN NG, LLC  
P O. Box 183  
Eakly, OK 73033

**DEFERRED PAYMENT AGREEMENT:**

If you cannot pay your bill in full, you may request a deferred payment agreement. It allows you to pay your bill over an extended period of time, and service will not be cut off as long as payments are made as agreed.

**FINANCIAL AID ASSISTANCE DELAY:**

If you notify our office that you have applied for and are awaiting financial assistance from a federal, state, or local social security agency, you may qualify for a 20 day delay in disconnection of your service.

**FINANCIAL ASSISTANCE AGENCIES:**

Upon request, our office will provide you with the names of government or social agencies in your area that have programs available to assist eligible persons with payment of gas bills. You may also contact any county office of the Tennessee Department of Human Services.

**SENIOR CITIZENS AND CONSUMERS WITH DISABILITIES:**

Prior to disconnection of service, the Commission Notification Procedure is available to senior citizens and customers with disabilities who have notified the utility that they wish to be included in the Commission Notification Procedures.

**LIFE THREATENING SITUATION:**

If you or another permanent member of your household is dependent upon gas-operated equipment that is prescribed by a physician and is needed to sustain the person's life, and bill payment becomes a problem, you may notify our office to request a 30 day Medical Certificate. The Medical Certificate must be completed by you and a licensed medical or osteopathic doctor. This will allow you time to pay the account or enter into a deferred payment plan and/or make alternative arrangements for the person named on the Medical Certificate as having a life threatening condition.

The following equipment is not considered to be life-threatening equipment:  
hot water heater, refrigerator, range/stove

**TENNESSEE REGULATORY AUTHORITY:**

If you have any questions or concerns, contact Navitas TN NG at 866-797-3342.

If you are not satisfied, you may then contact the Tennessee Regulatory Authority, Consumer Services Division, 460 James Robertson Parkway, Nashville, TN 37243. (<http://www.tn.gov/tra/complnt.html>)