

## Utility Payment Deferral Program Repayment Reporting Form

1. Describe the communication or the information you provided your customers on the deferral program about the termination of the deferral period and about repayment. (If this information is publicly available on your website, please feel free to just provide us with the link).

2. Describe the collection and communication activities you will undertake with customers on the deferral program. Describe the criteria to be used in the case that a customer is to be dropped (applicable for competitive retailers only).

3. If a customer on the deferral program is dropped or switches retailers, describe the process you will undertake to collect deferred amounts that remain unpaid from that customer.

4. Please describe how you will allocate a partial payment to deferral repayment balances (If you need more information on how we have considered this question before, please review the AUC's utility billing deferral initiative Repayment FAQs on [Engage page](#)).