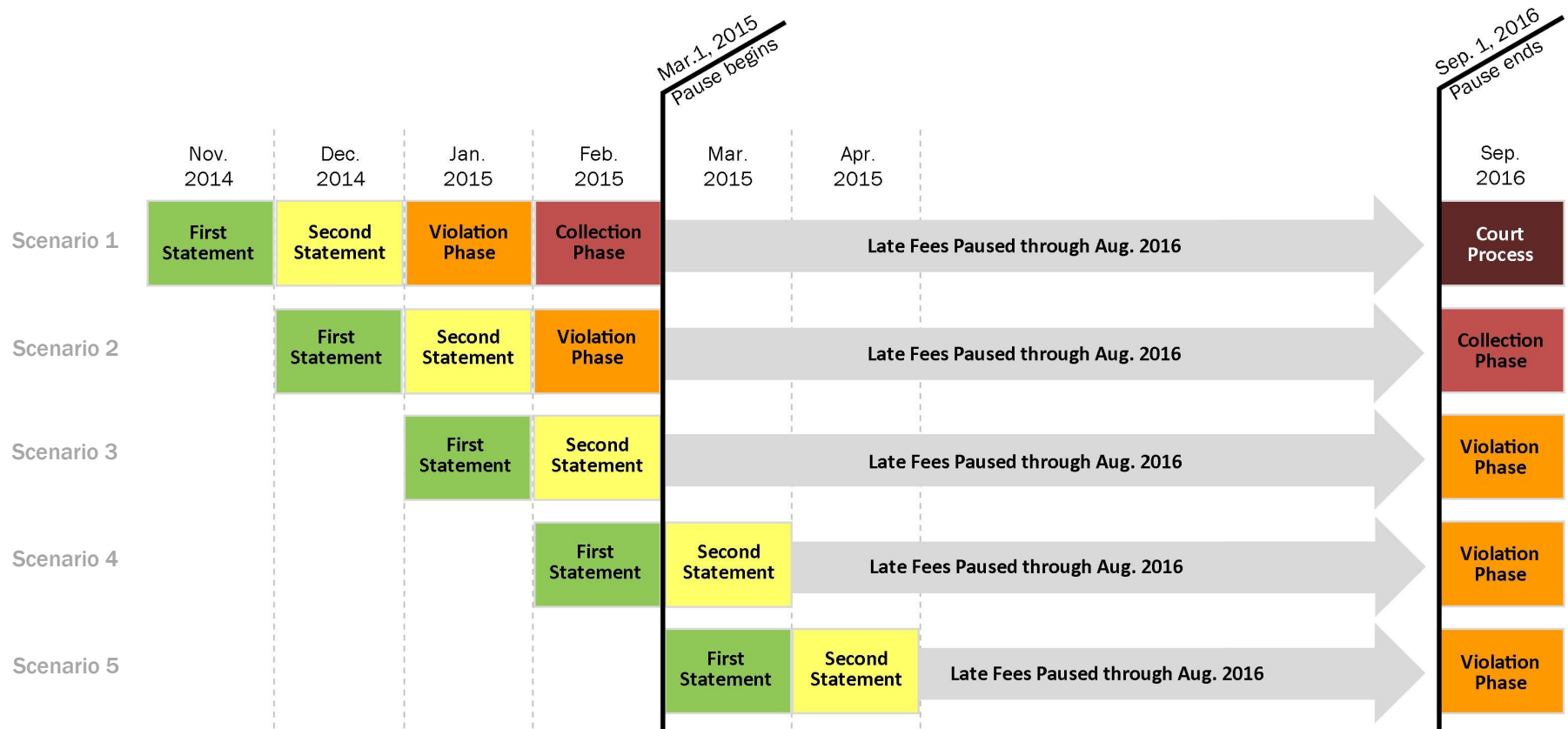


Customer Billing Status



Key

- First statement sent to customers
- Second statement sent to customers
- If transaction has not been paid, a \$5 violation fee is added
- If transaction has not been paid, a \$25 collection fee is added
- If transaction has not been paid, it enters the court process

Note: All notices include \$1.15 mailing fee. Transactions in the collections phase have the potential to be sent to court after 30 days