

From: Julie Tufaro
Sent: Thursday, May 21, 2020 10:33 AM
To: Sidney Torres
Cc: Stacey Trahan; Santana Tetera
Subject: Auto credit hold / ebilling

All of our customers who have past due balances over 31 days with a balance over 25.01 will automatically be placed on credit hold through Tower. This excludes the deferral customers who were placed on their own billing cycle.

The following customers are excluded:

Associated Terminals, Carimi, First Lake, Tonti, St Bernard Govt & The City of Kenner.

Please let me know if any others apply.

Lastly, Santana is working to set up the email addresses for ebilling in Tower. This feature will be completely activated for the June 1st billing.

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