Reschedule a Non-Pay - Disconnect Sooner- Article no. 1626

Introduction

Before rescheduling a **sooner disconnect** date for non pay work order, always attempt to **take a payment** for the balance due

- If the payment brings the account current, and the customer still wants to disconnect service, handle as a **regular disconnect** request
- If after payment, the customer is past due but not suspended, handle as a **regular disconnect**
- If customer is **unable to provide a payment** for the balance due, **reschedule** the **non pay line of business** disconnect

Resolution Steps

Expand All | Collapse All

Check if Account was Suspended or Disconnected

Before Rescheduling the Non-Pay Disconnect

Transfer Requests

Bulk account disconnects

Order Entry Steps

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