



Past Due Reminder Notice [DATE]

Customer Name: [CUSTOMER NAME]

Address: [CUSTOMER ADDRESS]

Account Number: [ACCOUNT NUMBER]

Dear [CUSTOMER NAME]:

On [MM/DD/YYYY] you signed a Residential Deferred Payment Agreement (“DPA”) which obligated you to make a down payment of \$[XX.XX] by [MM/DD/YYYY] and regular payments of \$[XX.XX] in addition to your current charges, in order to avoid termination of electricity supply service. You have failed to comply with the terms of the DPA. We are notifying you that you must meet the terms of the existing DPA by making the necessary payment within 20 calendar days of the date payment was due, or a final termination notice may be issued to terminate your electricity supply service.

If you are unable to make payment under the terms of the Residential Deferred Payment Agreement because your financial circumstances have changed significantly due to events beyond your control, you should immediately contact us at **(855) 666-1566**, because a new payment agreement may be available. Assistance to pay utility bills may be available to recipients of public assistance or supplemental security income from your local social services office by calling **[LOCAL SOCIAL SERVICES PHONE NUMBER]**.

The total amount owed to Galaxy Energy LLC for this account as of [MM/DD/YYYY] is: \$[XX.XX].

[COMPANY REPRESENTATIVE]

Galaxy Energy LLC

Telephone: (855) 666-1566

Credit and Collections