

HOSTED APPLICATIONS: DEFERRED PAYMENT ARRANGEMENTS

Many people experience difficulties keeping current with their utility bills. They face disconnections and collection agencies because they are too proud to ask for help, or are unaware help is available. Utilities can assist by offering Deferred Payment Arrangements (DPAs). DPAs may be created in NorthStar and aid in the tracking and collection of past due accounts. Take time to learn more about Deferred Payment Arrangements (DPAs) by attending a hands-on training session.

Objectives:

- What is a Deferred Payment Arrangement
- How to create a DPA
- Offering and Rescinding DPAs
- Benefits of using NorthStar for a DPA

SESSIONS

Thursday, February 13

WPPI Energy

9 am – 3 pm

RSVP by: Thursday, February 6

Wednesday, February 19

Florence, WI Florence Utilities

9 am – 3 pm

RSVP by: Wednesday, February 12

Thursday, February 27

River Falls, WI City Hall

9 am – 3 pm

RSVP by: Thursday, February 20

Thursday, March 5

WPPI Energy

9 am – 3 pm

RSVP by: Monday, March 2

AGENDA

8:45 am	Light refreshments available
9:00 am	Welcome Introduction to Deferred Payment Arrangements What is a DPA Offering DPAs Identify qualifying accounts
10:30 am	Break
10:45 am	PSC Regulation: 113.0404 Benefits of using NorthStar Setup Requirements
Noon	Lunch
12:45 pm	Creating a DPA Applying Payments Invoiced Payment Arrangements Bill Review
2:00 pm	Break
2:15 pm	Cancellation of a DPA Executing the DPA process
3:00 pm	Adjourn

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