

St. Vincent

POVERTY

Experience

Utility Collector

Utility Collector Packet Contents:

- 1 Utility Collector Instruction Sheet
- 1 Utility Customer Account Summary
- 17 final notices
- 1 clipboard
- 1 pen/pencil
- 1 receipt book
- \$400 in cash
- 1 envelope for cash
- 1 name tag
- 1 business and 1 closed sign

General Information - The Utility Collector has two tasks:

- 1) Collect gas, electric, and phone fees from the families
- 2) Hand out final notices

If and when a family pays you, you do not need to give them a receipt unless they remember to request one. Please keep the money you have collected in the envelope provided for you. Be careful as you carry this “cash” around, since you are a likely candidate for robbery. Do not accept food stamps as payment for the bills. You will be asked to report on your experiences with the families during the debriefing period at the end of the simulation.

Responsibilities:

- 1) Transportation Passes – Collect a transportation pass for each person who comes to the Utility Collection Office, including children. If the person has no pass, send him/her to the Quik Cash (Currency Exchange) Office to purchase some.
- 2) Weeks 1 & 2 – spend time at your desk in hopes of receiving payments from families “honest enough” to come to you. Only give a receipt for payment if the family remembers to request one. Record payment on the Utility Customer Account Summary Form.
- 3) Week 3 – Begin circulating among the families and collect gas, electricity, and phone payments from the families. Record payments on the Utility Customer Account Summary Form. If you feel generous, you might be willing to accept a partial payment. On the other hand, if you would like to assume a dishonest role, you might try to collect more than the family really owes. Also begin handing out “Shut-Off notices” to those who have made no payment at all.
- 4) Spend some time at your office in case anyone comes to pay their bill. Also circulate in hopes of collecting the unpaid balances before the “end of the month”. Record payment on the Utility Customer Account Summary Form.

Utility Customer Account Summary

	GAS			ELECTRICITY			PHONE		
	DUE	HIST.	PAID	DUE	HIST.	PAID	DUE	HIST.	PAID
ABER	\$370	D		\$130	C		\$ 50	C	
BOLING	\$370	C		\$130	D		\$ 50	C	
CHEN	\$370	D		\$130	C		\$ 50	D	
DUNTLEY	\$300	D		\$ 60	C		\$ 36	C	
EPPERMAN	\$300	C		\$ 60	D		\$ 36	D	
FUENTES	\$300	C		\$ 60	D		\$ 36	C	
GONZALEZ	\$500	D		\$ 96	C		0		
HANLOW	\$500	D		\$ 96	D		0		
ISMA	\$500	C		\$ 96	D		0		
JOLLY	\$500	C		\$ 96	C		0		
KAMINSKI	\$500	D		\$ 96	C		0		
LOUIS	\$500	C		\$ 96	D		0		
MORRIS	\$320	C		\$ 70	C		\$ 36	C	
NATTIN	\$320	C		\$ 70	C		\$ 36	C	
OLSON	\$320	C		\$ 70	C		\$ 36	C	
PEREZ	\$320	C		\$ 70	C		\$ 36	C	
QUANT	\$320	C		\$ 70	C		\$ 36	C	
ROGERS	\$320	C		\$ 70	C		\$ 36	C	
SMITH *	\$152	D		\$ 24	C		\$ 36	C	
TISKIT*	\$152	C		\$ 24	D		\$ 36	C	
USSAR *	\$152	C		\$ 24	C		\$ 36	D	
VIMMER*	\$152	C		\$ 24	C		\$ 36	C	
WISCOTT *	\$300	C		\$100	C		\$ 36	C	
XANTHOS *	\$300	C		\$100	D		\$ 36	C	
YARROW *	\$300	D		\$100	C		\$ 36	C	
ZUPPOT *	\$300	C		\$100	C		\$ 36	D	

History: C=Current D=Delinquent *Seniors who are on budget billing cycles with good payment records.

Amount owed has been set by the utility company.

Friendly Utility Company

We give you talk...We give you light...We give you gas!

FINAL NOTICE

ABER

73 WINDEMERE

NOW DUE: \$370

PAY ¼ OF BALANCE OR \$150
(WHICHEVER IS GREATER) WITHIN
THREE WORKING DAYS TO ENSURE
CONTINUANCE OF YOUR GAS SERVICE.

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FINAL NOTICE

BOLING

206 WESTMORELAND

NOW DUE: \$130

PAY ¼ OF BALANCE OR \$150
(WHICHEVER IS GREATER) WITHIN
THREE WORKING DAYS TO ENSURE
CONTINUANCE OF YOUR GAS SERVICE.

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FINAL NOTICE

CHEN

321 PORTLAND

NOW DUE: \$420

PAY ¼ OF BALANCE OR \$150
(WHICHEVER IS GREATER) WITHIN
THREE WORKING DAYS TO ENSURE
CONTINU- ANCE OF YOUR TELEPHONE
SERVICE.

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FINAL NOTICE

DUNTLEY

2643 21ST ST E.

NOW DUE: \$300

PAY ¼ OF BALANCE OR \$150
(WHICHEVER IS GREATER) WITHIN
THREE WORKING DAYS TO ENSURE
CONTINUANCE OF YOUR GAS SERVICE.

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FINAL NOTICE

EPPERMAN

5092 39TH ST W.

NOW DUE: \$96

PAY ENTIRE BALANCE WITHIN THREE
WORKING DAYS TO ENSURE CONTINU-
ANCE OF YOUR TELEPHONE SERVICE.

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FINAL NOTICE

FUENTES

6319 15TH ST N.

NOW DUE: \$60

PAY ENTIRE BALANCE WITHIN THREE
WORKING DAYS TO ENSURE CONTINU-
ANCE OF YOUR ELECTRIC SERVICE.

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FINAL NOTICE

GONZALEZ

102 FLORA ST

NOW DUE: \$500

PAY ¼ OF BALANCE OR \$150
(WHICHEVER IS GREATER) WITHIN
THREE WORKING DAYS TO ENSURE
CONTINUANCE OF YOUR GAS SERVICE.

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FINAL NOTICE

HANLOW

108 PINE ST

NOW DUE: \$596

PAY ¼ OF BALANCE OR \$150
(WHICHEVER IS GREATER) WITHIN
THREE WORKING DAYS TO ENSURE
CONTINU- ANCE OF YOUR ELECTRIC
SERVICE.

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FINAL NOTICE

ISMA

429 PEAR ST

NOW DUE: \$ 96

PAY ENTIRE BALANCE WITHIN THREE
WORKING DAYS TO ENSURE CONTINU-
ANCE OF YOUR ELECTRIC SERVICE.

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FINAL NOTICE

KAMINSKI

934 ORANGE ST

NOW DUE: \$500

PAY ¼ OF BALANCE OR \$150
(WHICHEVER IS GREATER) WITHIN
THREE WORKING DAYS TO ENSURE
CONTINUANCE OF YOUR GAS SERVICE.

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FINAL NOTICE

LOUIS

7345 WALNUT ST

NOW DUE: \$ 96

PAY ENTIRE BALANCE WITHIN THREE
WORKING DAYS TO ENSURE CONTINU-
ANCE OF YOUR ELECTRIC SERVICE.

Friendly Utility Company

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FINAL NOTICE

SMITH

106 E 24TH ST

NOW DUE: \$152

PAY ENTIRE BALANCE WITHIN THREE
WORKING DAYS TO ENSURE CONTINU-
ANCE OF YOUR GAS SERVICE.

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FINAL NOTICE

TISKIT

15 MAIN ST

NOW DUE: \$24 BUDGET PLAN

PAY ENTIRE BALANCE WITHIN THREE WORKING DAYS TO ENSURE CONTINUANCE OF YOUR ELECTRIC SERVICE.

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FINAL NOTICE

USSAR

144 DUNHILL ST

NOW DUE: \$ 36

PAY ENTIRE BALANCE WITHIN THREE WORKING DAYS TO ENSURE CONTINUANCE OF YOUR ELECTRIC SERVICE.

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FINAL NOTICE

XANTHOS

406 PEACOCK ST

NOW DUE: \$ 50 BUDGET PLAN

PAY ENTIRE BALANCE WITHIN THREE WORKING DAYS TO ENSURE CONTINUANCE OF YOUR ELECTRIC SERVICE.

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FINAL NOTICE

YARROW

1624 MURPHY ST

NOW DUE: \$300

PAY ENTIRE BALANCE WITHIN THREE WORKING DAYS TO ENSURE CONTINUANCE OF YOUR GAS SERVICE.

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FINAL NOTICE

ZUPPOT

1924 FELIX ST

NOW DUE: \$ 36

PAY ENTIRE BALANCE WITHIN THREE WORKING DAYS TO ENSURE CONTINUANCE OF YOUR TELEPHONE SERVICE.



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We give you gas!

Nametag



