

1 **Q. *Re: Tab 7.1 - 2013 Application Enhancements – Customer Service Internet***
2 ***Enhancements***

3
4 **What is the percentage of delinquent accounts of two (2) months or more currently**
5 **making payments on a regular basis?**

6
7 A. Currently 35% of delinquent accounts of two (2) or more months are making payments
8 on a regular basis.