

U.S. Department of Labor
Occupational Safety and Health Administration
365 Smoke Tree Plaza
North Aurora, IL 60542
Phone: 630-896-8700 Fax: 630-892-2160



Citation and Notification of Penalty

To:
TIP TOP ROOFING & CONSTRUCTION, INC.
and its successors
2030 COLTONVILLE ROAD
Sycamore, IL 60178

Inspection Number: 1006396
Inspection Date(s): 11/04/2014 - 04/28/2015
Issuance Date: 04/29/2015

Inspection Site:
161 John St.
Dekalb, IL 60115

The violation(s) described in this Citation and Notification of Penalty is (are) alleged to have occurred on or about the day(s) the inspection was made unless otherwise indicated within the description given below.

This Citation and Notification of Penalty (this Citation) describes violations of the Occupational Safety and Health Act of 1970. The penalty(ies) listed herein is (are) based on these violations. You must abate the violations referred to in this Citation by the dates listed and pay the penalties proposed, unless within 15 working days (excluding weekends and Federal holidays) from your receipt of this Citation and Notification of Penalty you either call to schedule an informal conference (see paragraph below) or you mail a notice of contest to the U.S. Department of Labor Area Office at the address shown above. Please refer to the enclosed booklet (OSHA 3000) which outlines your rights and responsibilities and which should be read in conjunction with this form. Issuance of this Citation does not constitute a finding that a violation of the Act has occurred unless there is a failure to contest as provided for in the Act or, if contested, unless this Citation is affirmed by the Review Commission or a court.

Posting - The law requires that a copy of this Citation and Notification of Penalty be posted immediately in a prominent place at or near the location of the violation(s) cited herein, or, if it is not practicable because of the nature of the employer's operations, where it will be readily observable by all affected employees. This Citation must remain posted until the violation(s) cited herein has (have) been abated, or for 3 working days (excluding weekends and Federal holidays), whichever is longer.

Informal Conference - An informal conference is not required. However, if you wish to have such a conference you may request one with the Area Director during the 15 working day contest period. During such an informal conference you may present any evidence or views which you believe would support an adjustment to the citation(s) and/or penalty(ies).

If you are considering a request for an informal conference to discuss any issues related to this Citation and Notification of Penalty, you must take care to schedule it early enough to allow time to contest after the informal conference, should you decide to do so. Please keep in mind that a written letter of intent to contest must be submitted to the Area Director within 15 working days of your receipt of this Citation. The running of this contest period is not interrupted by an informal conference.

If you decide to request an informal conference, please complete, remove and post the Notice to Employees next to this Citation and Notification of Penalty as soon as the time, date, and place of the informal conference have been determined. Be sure to bring to the conference any and all supporting documentation of existing conditions as well as any abatement steps taken thus far. If conditions warrant, we can enter into an informal settlement agreement which amicably resolves this matter without litigation or contest.

Right to Contest – You have the right to contest this Citation and Notification of Penalty. You may contest all citation items or only individual items. You may also contest proposed penalties and/or abatement dates without contesting the underlying violations. **Unless you inform the Area Director in writing that you intend to contest the citation(s) and/or proposed penalty(ies) within 15 working days after receipt, the citation(s) and the proposed penalty(ies) will become a final order of the Occupational Safety and Health Review Commission and may not be reviewed by any court or agency.**

Penalty Payment – Penalties are due within 15 working days of receipt of this notification unless contested. (See the enclosed booklet and the additional information provided related to the Debt Collection Act of 1982.) Make your check or money order payable to “DOL-OSHA”. Please indicate the Inspection Number on the remittance. You can also make your payment electronically on www.pay.gov. On the left side of the pay.gov homepage, you will see an option to Search Public Forms. Type “OSHA” and click Go. From the results, click on **OSHA Penalty Payment Form**. The direct link is:

<https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=53090334>.

You will be required to enter your inspection number when making the payment. Payments can be made by credit card or Automated Clearing House (ACH) using your banking information. Payments of \$25,000 or more require a Transaction ID, and also must be paid using ACH. If you require a Transaction ID, please contact the OSHA Debt Collection Team at (202) 693-2170.

OSHA does not agree to any restrictions or conditions or endorsements put on any check, money order, or electronic payment for less than the full amount due, and will process the payments as if these restrictions or conditions do not exist.

Notification of Corrective Action – For each violation which you do not contest, you must provide ***abatement certification*** to the Area Director of the OSHA office issuing the citation and identified above. This abatement certification is to be provided by letter within 10 calendar days after each abatement date. Abatement certification includes the date and method of abatement. If the citation indicates that the violation was corrected during the inspection, no abatement certification is required for that item. The abatement certification letter must be posted at the location where the violation appeared and the corrective action took place or employees must otherwise be effectively informed about abatement activities. A sample abatement certification letter is enclosed with this Citation. In addition, where the citation indicates that ***abatement documentation*** is necessary, evidence of the purchase or repair of equipment, photographs or video, receipts, training records, etc., verifying that abatement has occurred is required to be provided to the Area Director.

Employer Discrimination Unlawful – The law prohibits discrimination by an employer against an

employee for filing a complaint or for exercising any rights under this Act. An employee who believes that he/she has been discriminated against may file a complaint no later than 30 days after the discrimination occurred with the U.S. Department of Labor Area Office at the address shown above.

Employer Rights and Responsibilities – The enclosed booklet (OSHA 3000) outlines additional employer rights and responsibilities and should be read in conjunction with this notification.

Notice to Employees – The law gives an employee or his/her representative the opportunity to object to any abatement date set for a violation if he/she believes the date to be unreasonable. The contest must be mailed to the U.S. Department of Labor Area Office at the address shown above and postmarked within 15 working days (excluding weekends and Federal holidays) of the receipt by the employer of this Citation and Notification of Penalty.

Inspection Activity Data – You should be aware that OSHA publishes information on its inspection and citation activity on the Internet under the provisions of the Electronic Freedom of Information Act. The information related to these alleged violations will be posted when our system indicates that you have received this citation. You are encouraged to review the information concerning your establishment at www.osha.gov. If you have any dispute with the accuracy of the information displayed, please contact this office.



NOTICE TO EMPLOYEES OF INFORMAL CONFERENCE

An informal conference has been scheduled with OSHA to discuss the citation(s) issued on 04/29/2015. The conference will be held by telephone or at the OSHA office located at 365 Smoke Tree Plaza, North Aurora, IL 60542 on _____ at _____.

Employees and/or representatives of employees have a right to attend an informal conference.

CERTIFICATION OF CORRECTIVE ACTION WORKSHEET

Inspection Number: 1006396

Company Name: TIP TOP ROOFING & CONSTRUCTION, INC.
Inspection Site: 161 John St., Dekalb, IL 60115
Issuance Date: 04/29/2015

List the specific method of correction for each item on this citation in this package that does not read "Corrected During Inspection" and return to: **U.S. Department of Labor – Occupational Safety and Health Administration, 365 Smoke Tree Plaza, North Aurora, IL 60542**

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

I certify that the information contained in this document is accurate and that the affected employees and their representatives have been informed of the abatement.

Signature

Date

Typed or Printed Name

Title

NOTE: 29 USC 666(g) whoever knowingly makes any false statements, representation or certification in any application, record, plan or other documents filed or required to be maintained pursuant to the Act shall, upon conviction, be punished by a fine of not more than \$10,000 or by imprisonment of not more than 6 months or both.

POSTING: A copy of completed Corrective Action Worksheet should be posted for employee review

U.S. Department of Labor
Occupational Safety and Health Administration

Inspection Number: 1006396
Inspection Date(s): 11/04/2014 - 04/28/2015
Issuance Date: 04/29/2015



Citation and Notification of Penalty

Company Name: TIP TOP ROOFING & CONSTRUCTION, INC.
Inspection Site: 161 John St., Dekalb, IL 60115

Citation 1 Item 1 Type of Violation: **Serious**

29 CFR 1926.100(a): Employees working in areas where there was a possible danger of head injury from impact, or falling or flying objects, or from electrical shock and burns, were not protected by protective helmets:

On or about November 4, 2014, at the above addressed jobsite, employees working below residential roofing operations were not wearing hard hats to protect against falling material and debris.

Abatement documentation is required for this item in accordance with the requirements of 29 CFR 1903.19(d).

Date By Which Violation Must be Abated:
Proposed Penalty:

05/11/2015
\$3850.00

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

U.S. Department of Labor
Occupational Safety and Health Administration

Inspection Number: 1006396
Inspection Date(s): 11/04/2014 - 04/28/2015
Issuance Date: 04/29/2015



Citation and Notification of Penalty

Company Name: TIP TOP ROOFING & CONSTRUCTION, INC.
Inspection Site: 161 John St., Dekalb, IL 60115

Citation 1 Item 2 Type of Violation: **Serious**

29 CFR 1926.102(a)(1): Eye and face protective equipment were not used when machines or operations presented potential eye or face injury from physical, chemical, or radiation agents:

On or about November 4, 2014, at the above addressed jobsite, employees using pneumatic nail guns and handheld circular saws did not wear safety glasses, thereby exposing the employee to the hazards associated with eye injuries.

Abatement documentation is required for this item in accordance with the requirements of 29 CFR 1903.19(d).

Date By Which Violation Must be Abated:
Proposed Penalty:

05/11/2015
\$3850.00

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.



Citation and Notification of Penalty

Company Name: TIP TOP ROOFING & CONSTRUCTION, INC.
Inspection Site: 161 John St., Dekalb, IL 60115

The alleged violations below have been grouped because they involve similar or related hazards that may increase the potential for injury or illness.

Citation 1 Item 3 a Type of Violation: **Serious**

29 CFR 1926.416(a)(1): Employees were permitted to work in such proximity to electric power circuits that employees could contact the electric power circuit in the course of work and were not protected against electric shock by de-energizing and grounding the circuits or effectively guarding the circuits by insulation or other means:

On or about November 4, 2014, at the above addressed jobsite, employees engaged in residential roofing operations were working two (2) feet three (3) inches away from an energized aerial electric service drop, exposing employees to electric shock and falls of twenty-two (22) feet four (4) inches.

Abatement documentation is required for this item in accordance with the requirements of 29 CFR 1903.19(d).

Date By Which Violation Must be Abated:	05/11/2015
Proposed Penalty:	\$5390.00

U.S. Department of Labor
Occupational Safety and Health Administration

Inspection Number: 1006396
Inspection Date(s): 11/04/2014 - 04/28/2015
Issuance Date: 04/29/2015



Citation and Notification of Penalty

Company Name: TIP TOP ROOFING & CONSTRUCTION, INC.
Inspection Site: 161 John St., Dekalb, IL 60115

Citation 1 Item 3 b Type of Violation: **Serious**

29 CFR 1926.416(a)(3): Before work began, the employer did not ascertain by inquiry, direct observation, or by instruments, whether any part of an energized electric power circuit, exposed or concealed, was so located that the performance of the work could bring any person, tool, or machine into physical or electrical contact with the electric power circuit:

On or about November 4, 2014, at the above addressed jobsite, the employer did not identify the energized aerial power drop as being so located that performance of regular work could bring the employees in contact with the electric power circuit, thereby exposing employees to electric shock and fall hazards of twenty-two (22) feet four (4) inches.

Abatement documentation is required for this item in accordance with the requirements of 29 CFR 1903.19(d).

Date By Which Violation Must be Abated:

05/11/2015

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

U.S. Department of Labor
Occupational Safety and Health Administration

Inspection Number: 1006396
Inspection Date(s): 11/04/2014 - 04/28/2015
Issuance Date: 04/29/2015



Citation and Notification of Penalty

Company Name: TIP TOP ROOFING & CONSTRUCTION, INC.
Inspection Site: 161 John St., Dekalb, IL 60115

Citation 1 Item 3 c Type of Violation: **Serious**

29 CFR 1926.1053(b)(12): Ladders used where the employee or the ladder could contact exposed energized electrical equipment did not have nonconductive siderails:

On or about November 4, 2014, at the above addressed jobsite, employees were using an aluminum extension ladder two (2) feet three (3) inches from an energized aerial electric service drop to access the roof, exposing employees to electric shock and fall hazards.

Abatement documentation is required for this item in accordance with the requirements of 29 CFR 1903.19(d).

Date By Which Violation Must be Abated:

05/11/2015

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

U.S. Department of Labor
Occupational Safety and Health Administration

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Citation and Notification of Penalty

Company Name: TIP TOP ROOFING & CONSTRUCTION, INC.
Inspection Site: 161 John St., Dekalb, IL 60115

Citation 1 Item 4 Type of Violation: **Serious**

29 CFR 1926.1053(b)(22): Employees using ladders were carrying objects or loads that could cause the employee to lose balance and fall:

On or about November 4, 2014, at the above addressed jobsite, employees were carrying loads of plywood and other roofing materials while climbing ladders, thereby exposing employees to fall hazards.

Abatement documentation is required for this item in accordance with 29 CFR 1903.19(d).

Date By Which Violation Must be Abated:
Proposed Penalty:

05/11/2015
\$5390.00

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.



Citation and Notification of Penalty

Company Name: TIP TOP ROOFING & CONSTRUCTION, INC.
Inspection Site: 161 John St., Dekalb, IL 60115

Citation 2 Item 1 Type of Violation: **Willful**

29 CFR 1926.501(b)(13): Each employee(s) engaged in residential construction activities 6 feet (1.8 m) or more above lower levels were not protected by guardrail systems, safety net system, or personal fall arrest system, nor were employee(s) provided with an alternative fall protection measure under another provision of paragraph 1926.501 (b):

The employer does not protect each employee engaged in residential construction activities 6 feet or more above lower levels.

This most recently occurred on November 4, 2014, at the above addressed jobsite. Employees engaged in residential roofing activities were not protected from falling, thereby exposing employees to fall hazards between thirteen (13) feet six (6) inches and twenty-two (22) feet six (6) inches.

To abate this hazard in the future, the employer must ensure that its employees performing roofing work are protected from falls, and that no employee is allowed onto a roof more than six (6) feet high without adequate fall protection.

Tip Top Roofing & Construction, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard 29 CFR 1926.501(b)(13), which was contained in OSHA inspection number 912723, citation number 2, item number 1 and was affirmed as a final order on July 7, 2014, with respect to a workplace located at 435 S. Tenth St., DeKalb, IL 60115.

Tip Top Roofing & Construction, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard 29 CFR 1926.501(b)(1), which was contained in OSHA inspection number 707859, citation number 1, item number 1, and was affirmed as a final order on January 4, 2013, with respect to a workplace located at 437 W. State St., Sycamore, IL 60178.

Tip Top Roofing & Construction, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard 29 CFR 1926.501(b)(13), which was contained in OSHA inspection number 312730542, citation number 1, item number 2, and was affirmed as a final order on January 29, 2010, with respect to a workplace located at 620 W. Roosevelt Road, Wheaton, IL 60187.

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.



Citation and Notification of Penalty

Company Name: TIP TOP ROOFING & CONSTRUCTION, INC.
Inspection Site: 161 John St., Dekalb, IL 60115

Tip Top Roofing & Construction, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard 29 CFR 1926.501(b)(13), which was contained in inspection number 312721533, citation number 2, item number 1, and was affirmed as a final order on January 15, 2009, with respect to a workplace located at 429 N. 7th St., DeKalb, IL 60115.

Tip Top Roofing & Construction, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard 29 CFR 1926.501(b)(1), which was contained in OSHA inspection number, 311253447, citation number 1, item number 2, and was affirmed as a final order on November 19, 2008, with respect to a workplace located at Rt. 23, Sycamore, IL 60178.

Tip Top Roofing & Construction, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard 29 CFR 1926.501(b)(10), which was contained in OSHA inspection number, 311253447, citation number 1, item number 3, and was affirmed as a final order on November 19, 2008, with respect to a workplace located at Rt. 23, Sycamore, IL 60178.

Tip Top Roofing & Construction, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard 29 CFR 1926.501(b)(11), which was contained in OSHA inspection number, 311253447, citation number 1, item number 4, and was affirmed as a final order on November 19, 2008, with respect to a workplace located at Rt. 23, Sycamore, IL 60178.

Tip Top Roofing & Construction was previously cited for a violation of this occupational safety and health standard or its equivalent standard 29 CFR 1926.501(b)(13), which was contained in OSHA inspection number 311250203, citation number 1, item number 3, and was affirmed as a final order on June 25, 2008, with respect to a workplace located at 1500 West Gate, Rochelle, IL 60168.

Pursuant to 29 CFR 1903.19, the employer must submit documents describing the steps it is taking to ensure compliance, including a description of how these steps protect its employees from fall hazards.

Date By Which Violation Must be Abated:
Proposed Penalty:

05/11/2015
\$70000.00



Citation and Notification of Penalty

Company Name: TIP TOP ROOFING & CONSTRUCTION, INC.
Inspection Site: 161 John St., Dekalb, IL 60115

Citation 2 Item 2 Type of Violation: **Willful**

29 CFR 1926.1053(b)(1): Where portable ladders were used for access to an upper landing surface and the ladder's length allows, the ladder side rails did not extend at least 3 feet (.9 m) above the upper landing surface being accessed:

The employer does not ensure all ladders extend at least three (3) feet above the upper landing surface being accessed.

This violation was most recently observed at 161 John Street, DeKalb, IL 60115, where two employees used an extension ladder to access a landing surface twenty-two (22) feet six (6) inches from the ground and the ladder did not extend at least three (3) feet above the landing surface.

To abate this hazard in the future, the employer must ensure that its employees are protected from falls, and that no employee is allowed to access a roof using a ladder that is not extended at least three (3) feet above the upper landing surface.

Tip Top Roofing & Construction, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard, 1926.1053(b)(1), which was contained in OSHA inspection number 912723, citation number 3, item number 1 and was affirmed as a final order on July 7, 2014, with respect to a workplace located at 435 S. Tenth Street, DeKalb, IL, 60178.

Tip Top Roofing & Construction, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard, 1926.1053(b)(1), which was contained in OSHA inspection number 707859, citation number 1, item number 2 and was affirmed as a final order on January 4, 2013, with respect to a workplace located at 437 W. State St., Sycamore, IL 60178.

Tip Top Roofing & Construction, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard 29 CFR 1926.1053(b)(1), which was contained in OSHA inspection number 312721533, citation number 3, item number 1, and was affirmed as a final order on January 15, 2009, with respect to a workplace located at 429 N. 7th St., DeKalb, IL 60115.

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.



Citation and Notification of Penalty

Company Name: TIP TOP ROOFING & CONSTRUCTION, INC.
Inspection Site: 161 John St., Dekalb, IL 60115

Tip Top Roofing & Construction, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard 29 CFR 1926.1053(b)(1), which was contained in OSHA inspection number 311253447, citation number 2, item number 1, and was affirmed as a final order on November 19, 2008, with respect to a workplace located at Rt. 23, Sycamore, IL 60178.

Tip Top Roofing & Construction, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard 29 CFR 1926.1053(b)(1), which was contained in OSHA inspection number 311250203, citation number 1, item number 5, and was affirmed as a final order on June 25, 2008, with respect to a workplace located at 1500 West Gate, Rochelle, IL 60168.

Pursuant to 29 CFR 1903.19, the employer must submit documents describing the steps it is taking to ensure compliance, including a description on how the employer will ensure ladders will be extended at least three feet above the upper landing surface being accessed.

Date By Which Violation Must be Abated:
Proposed Penalty:

05/11/2015
\$36300.00

A handwritten signature in blue ink that reads "Jacob Scott". The signature is written in a cursive style and is positioned above a horizontal line.

Jacob Scott
Area Director

U.S. Department of Labor
Occupational Safety and Health Administration
365 Smoke Tree Plaza
North Aurora, IL 60542
Phone: 630-896-8700 Fax: 630-892-2160



INVOICE / DEBT COLLECTION NOTICE

Company Name: TIP TOP ROOFING & CONSTRUCTION, INC.
Inspection Site: 161 John St., Dekalb, IL 60115
Issuance Date: 04/29/2015

Summary of Penalties for Inspection Number	1006396
Citation 1, Serious	\$18480.00
Citation 2, Willful	\$106300.00
TOTAL PROPOSED PENALTIES	\$124780.00

To avoid additional charges, please remit payment promptly to this Area Office for the total amount of the uncontested penalties summarized above. Make your check or money order payable to: "DOL-OSHA". Please indicate OSHA's Inspection Number (indicated above) on the remittance. You can also make your payment electronically on www.pay.gov. On the left side of the pay.gov homepage, you will see an option to Search Public Forms. Type "OSHA" and click Go. From the results, click on **OSHA Penalty Payment Form**. The direct link is <https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=53090334>. You will be required to enter your inspection number when making the payment. Payments can be made by credit card or Automated Clearing House (ACH) using your banking information. Payments of \$25,000 or more require a Transaction ID, and also must be paid using ACH. If you require a Transaction ID, please contact the OSHA Debt Collection Team at (202) 693-2170.

OSHA does not agree to any restrictions or conditions or endorsements put on any check, money order, or electronic payment for less than the full amount due, and will cash the check or money order as if these restrictions or conditions do not exist.

If a personal check is issued, it will be converted into an electronic fund transfer (EFT). This means that our bank will copy your check and use the account information on it to electronically debit your account for the amount of the check. The debit from your account will then usually occur within 24 hours and will be shown on your regular account statement. You will not receive your original check back. The bank will destroy your original check, but will keep a copy of it. If the EFT cannot be completed because of insufficient funds or closed

account, the bank will attempt to make the transfer up to 2 times.

Pursuant to the Debt Collection Act of 1982 (Public Law 97-365) and regulations of the U.S. Department of Labor (29 CFR Part 20), the Occupational Safety and Health Administration is required to assess interest, delinquent charges, and administrative costs for the collection of delinquent penalty debts for violations of the Occupational Safety and Health Act.

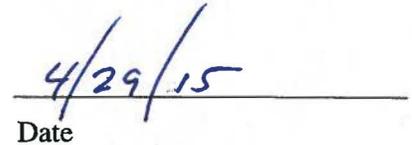
Interest: Interest charges will be assessed at an annual rate determined by the Secretary of the Treasury on all penalty debt amounts not paid within one month (30 calendar days) of the date on which the debt amount becomes due and payable (penalty due date). The current interest rate is one percent (1%). Interest will accrue from the date on which the penalty amounts (as proposed or adjusted) become a final order of the Occupational Safety and Health Review Commission (that is, 15 working days from your receipt of the Citation and Notification of Penalty), unless you file a notice of contest. Interest charges will be waived if the full amount owed is paid within 30 calendar days of the final order.

Delinquent Charges: A debt is considered delinquent if it has not been paid within one month (30 calendar days) of the penalty due date or if a satisfactory payment arrangement has not been made. If the debt remains delinquent for more than 90 calendar days, a delinquent charge of six percent (6%) per annum will be assessed accruing from the date that the debt became delinquent.

Administrative Costs: Agencies of the Department of Labor are required to assess additional charges for the recovery of delinquent debts. These additional charges are administrative costs incurred by the Agency in its attempt to collect an unpaid debt. Administrative costs will be assessed for demand letters sent in an attempt to collect the unpaid debt.



Jacob Scott
Area Director



Date