

## New Deposit Criteria

Effective June 4, 2012

### RESIDENTIAL

Homeowners will be exempt from putting down an initial deposit. Deposit Review will be utilized to identify accounts that have no deposit on file but begin paying late. After two late payments in twelve months, the deposit will be billed in one installment. Exemption from deposit will be for those who enroll in auto pay. After the first auto pay return/non-payment, the deposit will be billed in one installment.

Renters will be billed deposit on the first month's bill in one installment. The only exemption from deposit will be for those who enroll in auto pay. After the first auto pay return/non-payment, the deposit will be billed in one installment.

Deposit amount for all residential accounts is 1 ½ times the estimated average monthly bill.

Deposit amounts will be evaluated periodically to ensure adequate deposits are collected. If additional deposits are required they will be billed. (Initially, existing customers with deposits of \$105 and \$30 will be "grandfathered" in and not required to increase their deposit as long as they are not on the cut list.)

Should an account be disconnected for nonpay, the deposit amount will be evaluated to ensure adequate deposit is on account. If not, additional deposit amounts will be collected.

Deposit Refunds – Applies to the final bill or refunded for good payment record by request after twenty four months of service with no more than two late payments.

### COMMERCIAL

Commercial accounts will continue to pay a deposit of two times the estimated average monthly bill amount. Exemption will be letter of credit from utility company showing twenty four months of service with no late payments, returned checks, or disconnects for non-pay in most recent twelve months.

Deposit Refunds – same as letter of credit criteria.