

**RULES AND REGULATIONS
GENERAL PROVISIONS (GR)
RULE GR-15
DEPOSITS**

GR-15.01 GENERAL

This rule describes the deposit and guarantee of payment requirements for the utility. No interest is paid on deposits required by the Utility. The deposit shall be calculated in accordance with the Fee Schedule.

GR-15.02 DEPOSIT REQUIREMENTS

A. Residential

Except as provided in paragraphs 1 – 6 below, no deposits are required from new customers who own or are purchasing their homes or who can provide a letter from their most recent utility demonstrating to the Utility a history of ~~satisfactory~~ timely payments.

Deposits will be required from residential customers under the following conditions:

- 1) New customers who ~~do not own or that are not purchasing their homes and that~~ are unable to provide a letter from their most recent utility demonstrating to the Utility a history of timely satisfactory payments.
- ~~2) Any customer who has a credit rating (see Rule GR-16) greater than 25 points.~~
- ~~3) 2) Any customer being reconnected after a disconnection for non-payment.~~
- ~~4) 3) Any customer who has interfered with a Utility service or improperly connected to the utility.~~
- ~~5) 4) Any customer who has filed or been made part of a bankruptcy action.~~
- ~~5) Any customer who has made payment of a Utility bill that was returned for with a non-sufficient funds (NSF) or for insufficient credit available check more than once during the preceding a twelve-month period.~~
- 6) Any customer that has incurred three or more "collections events" in the preceding twenty- four month period, at the discretion of the Billing Manager. Collections events include late fees charged, door tags, reminder letters, broken payment arrangements, or referral of an account to a collection agency.

B. Commercial

Customer deposits or irrevocable letters of credit will be required for all new commercial accounts where the location is not owned by the Customer.

Deposits will also be required from commercial customers under the following conditions:

- ~~1) Any customer who has a credit rating (See Rule GR-16) greater than 25 points.~~
- ~~2) 1) Any customer being reconnected after a disconnection for non-payment.~~
- ~~3) 2) Any customer who has interfered with a Utility service or improperly connected to the utility.~~
- ~~4) 3) Any customer who has filed or been made part of a bankruptcy action.~~
- ~~4) Any customer who has made payment of a utility bill with that was returned for non-sufficient funds (NSF) or for insufficient credit available check more than once during the preceding a twelve-month period.~~
- 5) Any customer that has incurred three or more "collections events" in the preceding twenty- four month period, at the discretion of the Billing Manager. Collections events include late fees charged, door tags, reminder letters, broken payment arrangements, or referral of an account to a collection agency.

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GR-15.03 REFUND OF DEPOSITS

SECTION REVISIONS: ~~05/17/2006~~04/18/2018

- A. Upon disconnection of service, the Utility shall refund the customer's deposit or the balance in excess of ~~the any~~ unpaid bills for service.
- B. Upon customer request, ~~D~~ deposits ~~are will be~~ credited to customer accounts when there have been no delinquent payments for twelve consecutive billing cycles.