

Security Deposit

The deposit amount varies based on the service address history. We may require:

- 3 times the average usage or a comparative service, whichever is greater.
- Minimum deposit request of not less than \$100.00 for residential customers.
- Minimum deposit request of not less than \$250.00 for commercial customers.
 - ⇒ Surety Bond (*for Commercial Accounts only*)

Deposit Refund

- Deposit monies will be held in an interest bearing account at a rate set by the City Council.
- Once a good pay record with no outstanding balances over a period of time, the deposit will be applied to the utility bill:
 - Two years for residential accounts
 - Four years for commercial accounts
- When service is disconnected, the deposit is applied to the final balance and any unpaid balances to the City, and any credit amount remaining will be refunded by mail.

Deposit Transfer

- Deposits for any utility service account is **non-transferable** to another person.
- Account must be current in order to transfer a deposit from one account to a new account.

Note:

- To waive a deposit a Letter of Good Credit from last Utility Company or good Credit Report may be taken into consideration . A \$20 prepaid fee is charged for a credit report.
- Refunds will be issued in the account name only.

IMPORTANT: The City is not responsible for paying interest to customers who refuse to provide their Social Security number or Federal Tax ID# as requested at sign-up.



For additional information on Security Deposits contact
Customer Services at 302-736-7035