

Rule 9
GENERAL RULES AND REGULATIONS—DEPOSITS

- A. DEPOSIT REQUIREMENTS FOR CURRENT RESIDENTIAL CUSTOMERS:
The Company may collect a deposit from current residential customers when:
1. At any time during the prior 12 months, the Company has sent the customer three or more delinquency notices;
 2. The Company has disconnected the customer's residential service for nonpayment; or
 3. There is a prior customer living at the residence who owes a past-due bill to the Company for service at that address.
- B. DEPOSIT REQUIREMENTS FOR RESIDENTIAL APPLICANTS:
The Company may collect a deposit from an applicant for residential service only if:
1. The applicant has met any of the conditions described in subsection A above as a prior customer of the Company or as a customer of another electric utility;
 2. The applicant is not able to demonstrate continuous employment during the prior 12 consecutive months and neither is currently employed nor has a regular source of income;
 3. The applicant does not own or is not purchasing the premises to be served;
 4. There is a prior customer living at the residence who owes a past-due bill to the Company at that address; or
 5. The applicant has an unpaid, overdue balance owing to any electric or gas utility for residential service.
- C. DEPOSIT REQUIREMENTS FOR NONRESIDENTIAL APPLICANTS OR CUSTOMERS:
A nonresidential applicant or customer may be required to demonstrate satisfactory credit.
- D. AMOUNT OF DEPOSIT:
The deposit shall not exceed two-twelfths of Company's estimate of the annual billings.
- E. DEPOSIT PAYMENT DATE:
Any deposit or additional deposit amount required after service is established is due and payable not earlier than 5:00 p.m. of the sixth business day after notice. If the Company delivers the notice in person, the deposit or additional deposit amount is due and payable not earlier than 5:00 p.m. of the sixth business day from the date of delivery.

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- F. ADDITIONAL DEPOSIT:
Nothing in this rule shall prevent the requirement of a larger deposit or a new deposit when conditions warrant. Should a larger or new deposit be required, the reasons therefore shall be specified in writing to the customer. Any requirement for a new or larger deposit shall be in conformity with the standards set forth in this rule and shall be payable not earlier than 5:00 pm of the sixth business day after notice of the deposit requirement is mailed or delivered in person to the customer.
- G. TRANSFER OF DEPOSIT:
When a customer moves to a new address within the Company's service territory, the deposit plus accrued interest, less any outstanding balance owing from the old address, must be transferred to the new address or refunded.
- H. INTEREST ON DEPOSITS:
Interest on deposits collected from applicants or customers must accrue for each calendar year, at the rate for the one-year Treasury Constant Maturity calculate by the U.S. Treasury, as published in the Federal Reserve's Statistical Release H.15 on January 15 of that year. If January 15 falls on a non-business day, the Company will use the rate posted on the next following business day; and from the date of deposit to the date of refund or when applied directly to the customer's account.
- I. REFUND OF DEPOSITS EXISTING RESIDENTIAL AND SMALL COMMERCIAL:
Deposits, plus accrued interest, shall be refunded under the following circumstances and in the following form:
1. Satisfactory Payment. Where the customer has for 12 consecutive months following initial payment of the deposit paid for service when due in a prompt and satisfactory manner as evidenced by the following:
 - a. Company has not initiated disconnection proceedings against the customer.
 - b. No more than two notices of delinquency have been made to the customer by Company.
 2. Termination of Service. Upon termination of service, Company shall return to the customer the amount then on deposit, plus accrued interest, less any amount due Company by the customer for service rendered.
 3. Refunds – How Made. Any deposit, plus accrued interest, may be applied to the customer's account for which the deposit was collected. Upon the customer's request, a refund of the deposit shall be made in the form of a check. The check shall be issued and mailed to the customer no longer than 15 days following completion of 12 months' Satisfactory Payment as described above.

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J. SPECIAL ARRANGEMENTS FOR RESIDENTIAL APPLICANTS OR CUSTOMERS:

1. Extended Payment of Deposits. Where a residential customer or applicant for service of whom a deposit is required is unable to pay the entire amount in advance of connection or continuation of service, the customer or applicant may pay 50% of the deposit in advance, with the remainder payable in equal monthly amounts during the first two months of service with dates corresponding to the initial payment date, unless the Company and customer have agreed upon other mutually acceptable arrangements. A residential customer or applicant who is unable to meet this requirement may receive service under Alternative to Deposit, next below.
2. Alternative to Deposit. A residential customer or applicant for service of whom a deposit is required, but who is unable to make a deposit, may, as an alternative:
 - a. Prepay any installation charges and reasonably estimated regular service charges or budget billings at periods corresponding to Company's regular billing periods for the length of time during which a deposit would ordinarily have been required. The customer shall then be billed in a normal fashion; or
 - b. Furnish a satisfactory guarantor. A guarantor will be considered satisfactory if the guarantor has at least established credit with the Company as outlined in this section. A utility may, at its discretion, accept a guarantor that does not meet the requirements of this section. If the customer has been disconnected, the guarantor is responsible for the amount stated on the disconnection notice, not to exceed the amount of the required deposit unless the guarantor has agreed to guarantee an additional amount; or
 - c. Notify the Company of the inability to pay a deposit as provided in Winter low-income payment program; or
 - d. Provide a reference from a similar Company that can quickly and easily be checked if the conditions in subsection 1 of this section cannot be met.

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