



HUNTSVILLE UTILITIES

ELECTRICITY • NATURAL GAS • WATER

RESIDENTIAL DEPOSIT POLICY

Residential Security Deposit will be \$300.00 unless the customer meets one of the conditions outlined below. A security deposit is maintained for the life of the account. After maintaining service for thirty-six (36) consecutive months from the deposit date or the date of last Collection Activity¹, a portion of the \$300.00 security deposit will be credited to the customer's account.

If a customer meets one of the conditions outlined in sections 1 - 3, the security deposit will be reduced to \$100.00.

- (1) A customer has had service with Huntsville Utilities within the last five (5) years with an excellent payment history as defined by Huntsville Utilities Collection Activity¹ for the last thirty-six (36) months. The same criteria will apply when moving from one location to another.
- (2) A **new customer applies online** for service and receives an excellent credit score from a third party credit reporting agency.
- (3) A customer provides a properly executed Guarantee of Account with Huntsville Utilities. The Guarantor must have a current account with Huntsville Utilities with at least thirty-six (36) months of continuous service with an excellent payment history as defined by Huntsville Utilities Collection Activity¹.
- (4) A customer currently owes an amount in Huntsville Utilities' bad debt account or has had an outstanding balance within the past seven (7) years:
 - a. Deposit will be the greater of two times the highest bill at location where service is requested or \$300 and maintained for the life of the account, and will not be eligible for a partial refund as stated above; or
 - b. \$100 deposit with qualified Guarantor for the life of account. If the Guarantor no longer qualifies or their account closes, the customer will be required to obtain another qualified Guarantor or upgrade the deposit to comply with the policy as stated in Section 4a.

A non-refundable service charge is required to establish or transfer services. Additional fees will apply for accelerated service. Deposits may accrue interest and will be refunded after services have been discontinued less any unpaid balance due.

¹ **Collection Activity** (Age of activity is considered for the top 3 items listed below.):

- Past due notices;
- Disconnection scheduled due to non-payment;
- Returned check, draft or credit / debit card payment;
- Any amount in Huntsville Utilities' bad debt account, currently or within the past 7 years.