



Security Deposit for Service

Upon acceptance of an application and contract, Carthage Water & Electric Plant ("CWEP") may require every person, persons, corporation, partnership, limited liability company or other business entity requesting service to make a security deposit or other guarantee as a condition of service. CWEP may reevaluate any and all customer deposit amounts at any time. CWEP reserves the right to require a deposit where none was previously required, to require an additional deposit after the initial deposit, or to require another deposit or the re-payment of a deposit following any full or partial refund of a prior deposit, when deemed necessary to secure future payment of bills incurred by a customer. The security deposit will remain with the initial account and is non-transferable from one customer to another. When an applicant is removed from an account and wishes to start service at a new address within CWEP's service territory, the applicant may be required to establish a new security deposit for the new service.

A security deposit may be required from any of the following customers:

1. Residential Customers establishing a new account, unless an adequate credit reference is furnished from the customer's previous utility.
2. Commercial and Industrial customers establishing a new account.
3. Customers who have been disconnected for nonpayment.
4. Customers who have rendered more than one bad check.
5. Customers who have paid late two times during the previous consecutive twelve (12) months of service with CWEP.
6. Customers who have, in an unauthorized manner, interfered with or diverted the service of the utility.
7. Customers who left CWEP with a past due balance resulting in a written off account and returns to re-establish service with CWEP.

Security Deposit Requirements

Residential Customer

1. Minimum \$200 for electric, and \$100 for water, or two times the average billed usage at the property for service provided, whichever is greater, but not to exceed an amount two times the highest bill.
2. Security deposits may be adjusted according to customer usage and credit history. Security deposits will be adjusted to two (2) times the highest bill if the account is disconnected for nonpayment. Security deposits will be adjusted when transferring to a new address; the deposit may be raised according to the average billed usage at the property and may vary from customer-to-customer depending on the credit history with the utility.
3. Security deposits can be waived with a Letter of Credit for the previous consecutive twelve months of service from the customer's previous electric utility company.



Non-Residential Customer

1. Minimum \$500 security deposit or two times the highest bill during the preceding 60 months of active service. The payment guarantee may be cash, a surety (utility) bond or irrevocable letter of credit from an approved banking institution.
2. Security deposits for new construction or where there is no historical consumption will be based on a similar business or by estimation based on the projected usage for the service address.
3. Security deposits may be adjusted according to customer usage and credit history.

Security Deposit Refund

Interest will be paid on all deposits held by CWEP based on the average rate of interest paid on 12-month FDIC insured certificates of deposit quoted by the City of Carthage banking institutions at the beginning of each CWEP fiscal year starting July 1. Interest will be credited to the account of the customer on an annual basis or paid upon return of the deposit.

Residential Customer

1. After a two-year period of service in which a satisfactory payment record is established the security deposit and accrued interest may be applied at the utility's discretion to any unpaid balance or transferred to another account of the same customer.
2. Upon termination of service, any remaining deposit and accrued interest will be applied as credit to the account's final bill. If a credit balance results after final charges, the balance will be transferred to any unpaid or active account held by the customer(s). If all the customer's accounts have been satisfied the credit balance will be refunded to the customer by check.

Non-Residential Customer

1. Commercial and Industrial deposits and accrued interest will be refunded following a five-year period of service in which a satisfactory payment record is established.
2. Upon termination of service, the deposit and accrued interest will be applied as credit to the account's final bill. If a credit balance results after final charges, the balance will be refunded to the customer by check.