

Sunnyslope County Water District Customer Deposits Policy

8450: Customer Deposits Policy

8450.1 Establishment of Credit. Each applicant for water and sewer service, may be required to establish his credit by the following methods:

- A.** Payment of a cash deposit to secure payment of applicant's bills for service, in accordance with the current deposit schedule as adopted by resolution of the Board and updated from time-to-time. For service to multi-family units, the cash deposit is based on the single-family deposit, times the number of units.

- B.** Proof of good credit history by one of the following methods:
 - a. Applicant for service was a previous customer within the District at another location for more than three years, during the last thirty-six months of which the customer paid all water bills promptly.

 - b. Apply with the District's finance manager for a credit report check, which must equal a credit score of 700 or higher as reported by one the three credit reporting agencies (Experian, Equifax, or TransUnion) for credit approval. A non-refundable application fee of \$50 must accompany the application. If credit is denied, however, the \$50 fee will be applied toward the deposit requirement.

- C.** Payment of ½ of the required cash deposit AND sign up for the District's in-house Auto-Pay service (using checking account method only) and remain on Auto-Pay in good standing for 36-months. If Auto-Pay is cancelled for any reason during first three years of service, the deposit on account must be brought to the then current total deposit required.

8450.2 Re-establish credit. To re-establish credit after existing customer's water is shut-off due to non-payment, the customer will be required to pay all past due bills up to the time service was discontinued, will be required to pay a reconnection charge, and will be required to make a cash deposit which brings their total cash deposit on their account up to the current required deposit schedule as adopted by resolution of the Board.

8450.3 Refund or disposition of deposits. Deposits are not interest bearing. Customer deposits will not accrue interest while in the District accounts. Deposit refund checks that are unclaimed two years after the date mailed by the District will revert to the District.

- A.** Active accounts. The deposit will be applied to the customer's account after three-years of no Late Fees charged on the account. The deposit will not be applied to unpaid accounts until service is terminated and a final bill is issued.

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B. Discontinuance of service. The deposit, less the amount of any unpaid water bills, will be refunded, without interest. The District will notify the customer of their entitlement to a refund of deposit at the customer's last known address as shown on the District's records.

8450.4 Exceptions. The deposit requirement will not apply to federal, state, county, or municipal service, nor to service to other utilities, religious, or charitable institutions.

Policy Approved: March 17, 2015
Date