



Deposit Regulation Updates & Policy

Presented to Electric Utility Commission

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Overview

Regulation Updates

- Article 5: Credit Security
- Article 9: Invoice & Payment Requirements

COA Utilities Deposit Policy

- Formalized internal policy to support Article 5: Credit Security
- Expansion of Credit Security Deposit waiver eligibility
- Implementation of Tampering Deposit





Summary of Regulation Updates

Article 5: Credit Security

- Established Customer Care's ability to grant deposit waivers based on Deposit Policy (*§15-9-71 Credit Security Authorized*)
- Added option for Landlord (All Bills Paid) Letter of Reference (*§15-9-72 Forms and Amount of Credit Security for Residential Customers*)
- Added language accommodating voluntary breaks in utility service within the preceding 18 months (*§15-9-72 Forms and Amount of Credit Security for Residential Customers and §15-9-75 Customer Payment Standards*)
- Added language to support the Tampering Security Deposit (*§15-9-76 Use and Replacement of Security Deposit*)
- Clarified that the City may apply a deposit to multiple unpaid invoices (*§15-9-77 Transfer or Refund of Deposits*)

Article 9: Invoice & Payment Requirements

- Administrative update to align with language used in §15-9-75 Customer Payment Standards (*§15-9-137 Payment Requirements and Late Payment Penalty*)





COA Deposit Policy - Credit Security (Residential)

Amounts
(no change)

\$200

**Deposit Waiver
Criteria**
(new or enhanced)

- Meets Customer Payment Standards (enhanced)*
- Letter of Reference from Another Utility (enhanced)*
- Landlord (All Bills Paid) Letter of Reference (new)
- Enrollment in Auto Pay / E-bill (new)
- Letter confirming current account standing for customers 65 years of age or older (new)
- Returning Active Duty Service Members (new)
- Victims of Domestic Abuse (new)
- Tenant Relocation Assistance Recipients (new)
- Medically Indigent (new)

*Expanded to allow for voluntary breaks in utility service within 18 preceding months

Transfers
(no change)

Deposit may be transferred for service transfer requests. A new deposit may be required if services are being started at an additional premise.

Refund Eligibility
(no change)

Meets Customer Payment Standards for 12 months or discontinues services & pays all invoices





COA Deposit Policy- Tampering Security

After the 2nd meter tampering event and for any subsequent tampering events throughout the life of the account, the Utility may assess a Tampering Security Deposit in addition to the Meter Tampering Fee for any Residential or Commercial customer.

RESIDENTIAL

COMMERCIAL

	RESIDENTIAL	COMMERCIAL
Amount	<ul style="list-style-type: none">• 3x usage over the 12 preceding billing cycles• For customers without 12 months of previous service, minimum deposit is \$400	<ul style="list-style-type: none">• 3x usage over the 12 preceding billing cycles• For customers without 12 months of previous service, minimum deposit is \$1000
Refund Eligibility	Meets Customer Payment Standards for 36 months or discontinues services and pays all invoices	
Dispute Process	Customer can request an Administrative Hearing	





Key Dates

- EUC: March 19th
- AEUOC: March 27th
- W/WW Commission: April 11th
- City Council: April 12th



Questions?

Thank you!

