



## 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)

<b>Amounts</b> (no change)	<b>\$200</b>
<b>Deposit Waiver Criteria</b> (new or enhanced)	<ul style="list-style-type: none"><li>• Meets Customer Payment Standards (enhanced)*</li><li>• Letter of Reference from Another Utility (enhanced)*</li><li>• Landlord (All Bills Paid) Letter of Reference (new)</li><li>• Enrollment in Auto Pay / E-bill (new)</li><li>• Letter confirming current account standing for customers 65 years of age or older (new)</li><li>• Returning Active Duty Service Members (new)</li><li>• Victims of Domestic Abuse (new)</li><li>• Tenant Relocation Assistance Recipients (new)</li><li>• Medically Indigent (new)</li></ul> <p>*Expanded to allow for voluntary breaks in utility service within 18 preceding months</p>
<b>Transfers</b> (no change)	<i>Deposit may be transferred for service transfer requests. A new deposit may be required if services are being started at an additional premise.</i>
<b>Refund Eligibility</b> (no change)	<i>Meets Customer Payment Standards for 12 months or discontinues services &amp; pays all invoices</i>



# COA Deposit Policy- Tampering Security

*After the 2<sup>nd</sup> 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
<b>Amount</b>	<ul style="list-style-type: none"><li>• 3x usage over the 12 preceding billing cycles</li><li>• For customers without 12 months of previous service, minimum deposit is \$400</li></ul>	<ul style="list-style-type: none"><li>• 3x usage over the 12 preceding billing cycles</li><li>• For customers without 12 months of previous service, minimum deposit is \$1000</li></ul>
<b>Refund Eligibility</b>	Meets Customer Payment Standards for 36 months or discontinues services and pays all invoices	
<b>Dispute Process</b>	Customer can request an Administrative Hearing	



# Key Dates

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



# Questions?

*Thank you!*

