

4. Consumer Deposits: (Cont'd.)

A. Deposits and Refunds - Residential: (Cont'd.)

(a) Deposits: (Cont'd.)

Customers from which a deposit may be required shall be provided a written notice, at least 20 days before the deposit is assessed, that the failure to make timely payment will permit the Company to require a deposit from such customer. If a deposit from a current residential customer who is delinquent by virtue of his or her failure to make a reasonable payment of arrears, is required, the Company shall permit such customer to pay the deposit in installments over a period not to exceed 12 months.

Deposits from new or current residential customers may not exceed two times the estimated average monthly bill for a calendar year except in the case of gas space heating customers where deposits may not exceed two times the estimated average monthly bill for the heating season.

The Company shall not require any person it knows to be a recipient of public assistance or supplemental security income to post a security deposit, nor shall it require or hold a deposit from any new or current residential customer it knows is 62 years of age or older unless such customer has had service terminated by the Company for non-payment of bills within the preceding six months.

The Company shall extend service to any new residential applicant for service who has initiated a complaint on a deposit requested by such Company and shall continue to supply service during the pendency of such complaint, provided that such applicant keep current on bills for service rendered and pay a reasonable amount as a deposit if the complaint challenges only the amount requested.

(b) Refunds:

Each depositor, upon ceasing to be a customer, shall promptly receive a refund of such deposit and all interest thereon, upon surrendering the deposit certificate (or submitting satisfactory proof of the right to receive the deposit) and upon payment of all bills for which such deposit is security. A residential customer shall receive such refund of the deposit as stated herein by reason on non-delinquency for a one-year period from the payment of the deposit. Thereafter, the Company may again require a deposit as stated in Subsection (a).