



Financial Services Policy

SUBJECT: Utility Accounts Security Deposit Policy

NO: UBO 1.5

EFFECTIVE: January 1, 2012

REVISED: August 10, 2015

APPROVED: Constance P. Sanchez
Constance P. Sanchez
Director of Financial Services

PURPOSE

In Accordance with Chapter 55 Section 25 of the Code of Ordinances qualifying utility accounts are secured by a deposit. The amount of the security deposit is \$100.00 per metered service for residential accounts and \$150.00 per metered service for commercial accounts.

I. SECURITY DEPOSITS

A security deposit of \$100.00 for connection and \$100.00 for gas and water. Chapter 55, Section 25 of the Code of ordinances' authorizes the City to collect a security deposit on an existing account if one or more of the following occurs:

1. More than two delinquent bills are issued and/or if disconnection of service occurs once within a twelve month period.
2. A customer has more than two non-sufficient fund checks within a twelve month period
3. A customer has bypassed or tampered with equipment and/or has been issued a notification or citation by Utilities Code enforcers.

The City will issue a refund of the security deposit without interest upon request of the customer, if the following conditions have been satisfied:

1. The customer has maintained services for at least twelve consecutive months
2. The customer has not been disconnected for non-payment during the preceding 12 month period.
3. The customer has not had any NSF disconnects during the preceding twelve month period.

4. The customer has not accessed more than one late fee during the preceding twelve month period.
5. The account does not have a past due balance.
6. The customer has not requested an extension or a payment plan.

Upon termination of service deposit will be applied to account balance and a customer will be refunded the remaining credit balance. A refund check will be mailed to the forwarding address on file. A customer may claim the refund of the remaining deposit balance for one year after termination of service on record. Thereafter, such deposit shall become the property of the City and subject to the Unclaimed Property Act

QUESTIONS ON THIS POLICY

Questions on this Policy may be referred to the Director of Financial Services.