

Financial Services Procedure

SUBJECT: Customer Service Deposits Procedure

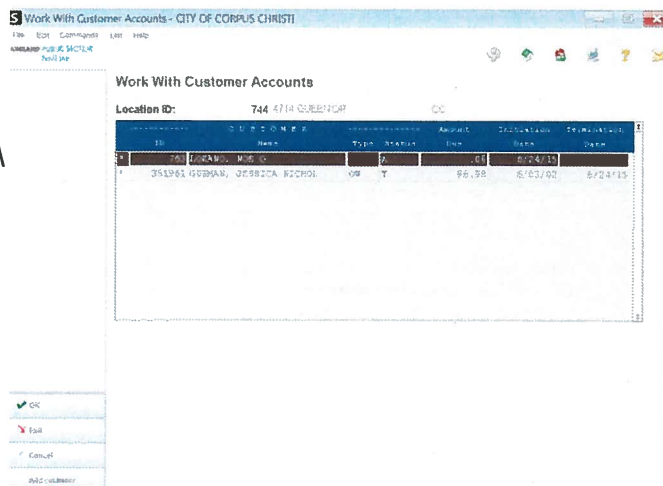
NO: UBO P1.5

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

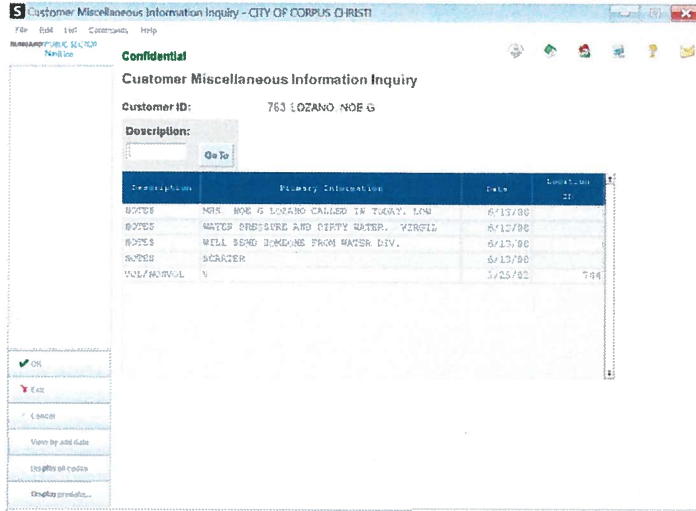
EFFECTIVE: August 10, 2015

Sec. 55-25. - Security for the payment of bill and performance of other obligations by customer.

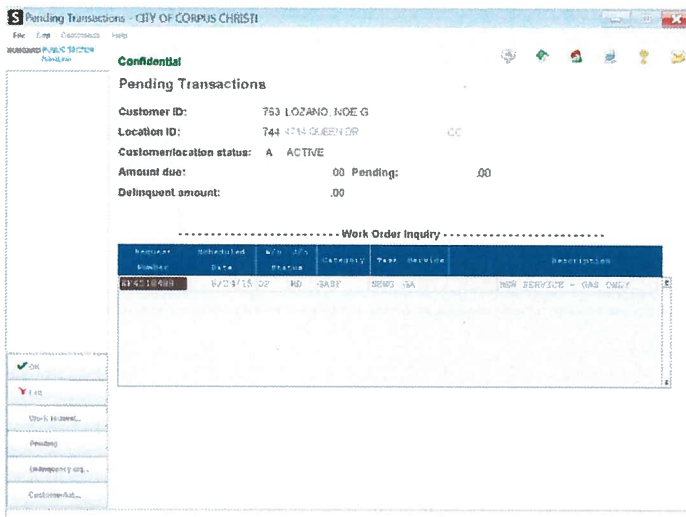
- (a) The city shall require that a security deposit be placed on all new utility accounts.
 - (b) The amount of the security deposit is one hundred dollars (\$100.00) per metered service for residential accounts and one hundred fifty dollars (\$150.00) per metered service for commercial accounts.
 - (c) The utility business office shall have the authority and shall apply customer deposits to any utility account that is disconnected for non-payment and/or accounts that are issued a final bill.
 - (d) The city will refund a security deposit, without interest, to a customer, upon the request of the customer, if all of the following conditions have been satisfied:
 - (1) The customer has maintained service for at least twelve (12) consecutive months and
 - (2) The customer's service was not disconnected during the preceding twelve (12) months and
 - (3) The customer has not been sent a delinquent notice during the previous twelve (12) months and
 - (4) The account is not currently in arrears.
 - (e) A customer may claim a refund of a deposit owed by the city no later than one (1) year after termination of service to the account to which the deposit applies. Thereafter, such deposit shall become city property.
- ❖ From the "Work With Customer Accounts" screen, right click the selected name and choose "Customer Services"



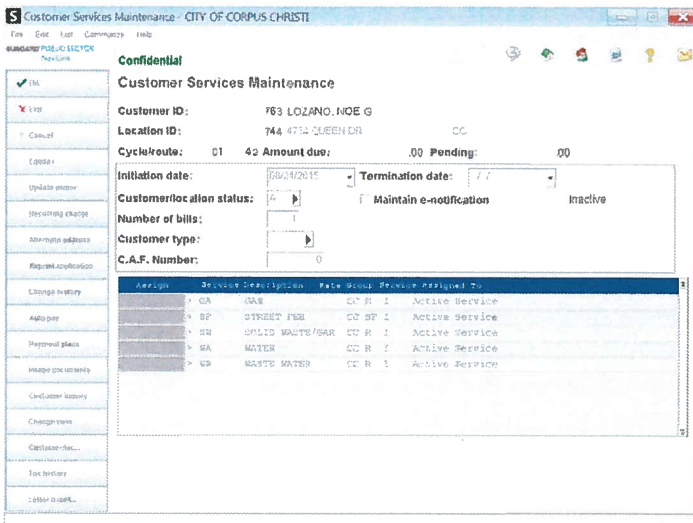
- ❖ On the “Miscellaneous Information Inquiry” Screen, click “OK” at the bottom left



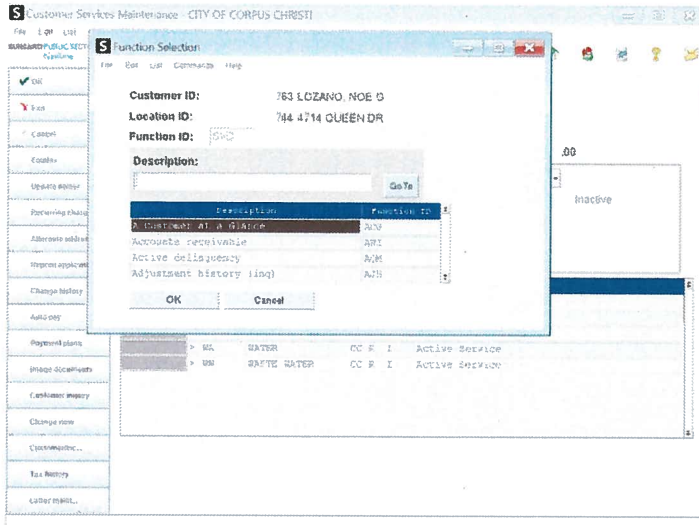
- ❖ On the “Pending Transactions” screen, click “OK” at the bottom left



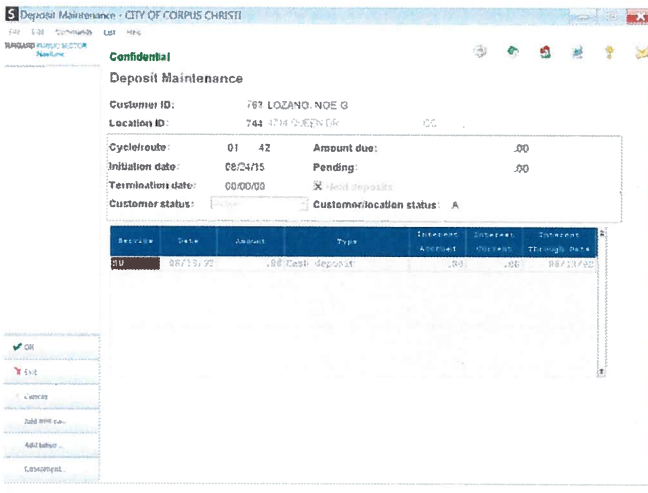
- ❖ On the “Customer Services Maintenance” screen, click “Customer/location”



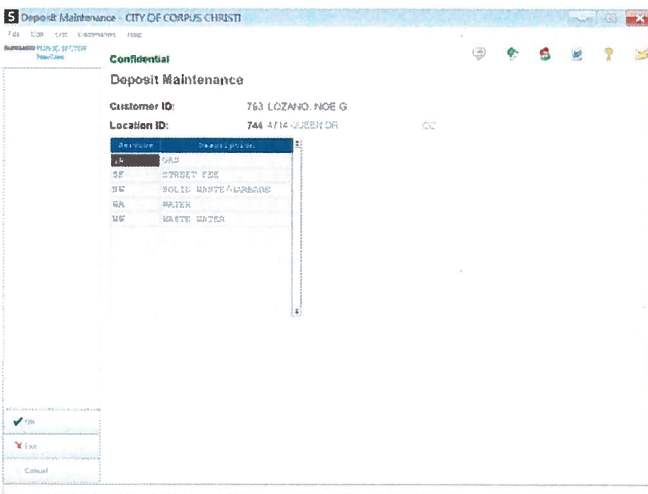
- ❖ A “Function Selection” box will appear, enter “SVD” for the Function ID, and click “OK”



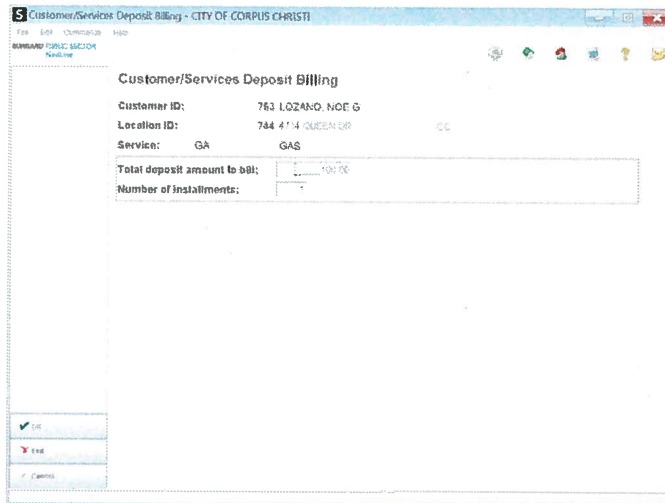
- ❖ On the “Deposit Maintenance” screen, choose “Add Billed Deposits” at the bottom left



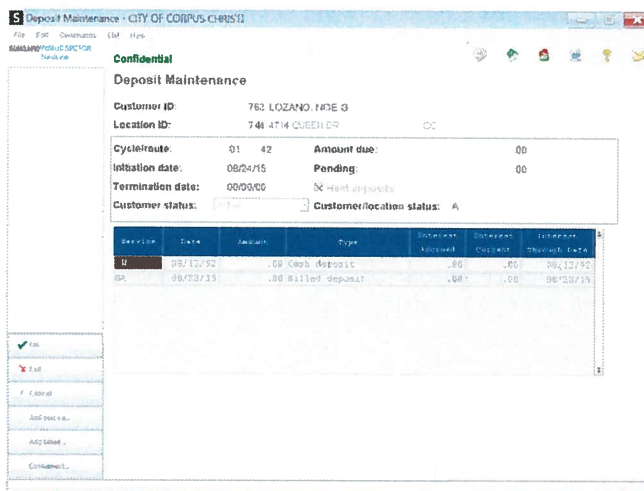
- ❖ On the next “Deposit Maintenance” screen, double click one of the requested metered services



- ❖ On the “Customer/Services Deposit Billing” screen, it will default to \$100 in 1 installment



- ❖ Residential deposits will remain at \$100, but commercial needs to be changed to \$150
- ❖ Installments can be changed to 2 at the most, discuss the option with the customer
- ❖ Once the proper amount and installments are chosen, click “OK” at the bottom left
- ❖ The new deposit will appear on the “Deposit Maintenance” screen



- ❖ To add another deposit, select “Add Billed Deposits” again and select another metered service and repeat steps
- ❖ Click “OK” at the bottom left to exit the “Deposit Maintenance” screen

WHEN TO CHARGE DEPOSITS UPFRONT

- ❖ IF THE NEW CUSTOMER IS RESPONSIBLE FOR UU
- ❖ IF A "N" STATUS ACCOUNT HAS UU – 5MCF OR 5K OR MORE
- ❖ IF A "F" STATUS ACCOUNT HAS UU – 5MCF OR 5K OR MORE
- ❖ IF A "C" STATUS ACCOUNT HAS UU – 5MCF OR 5K OR MORE
- ❖ IF CUSTOMER DOES NOT HAVE A VALID SSN

WHEN TO CHARGE BILLED DEPOSITS

- ❖ IF THE NEW CUSTOMER IS WITHOUT UU
- ❖ IF A "F" STATUS ACCOUNT IS REACTIVATED WITHOUT UU
- ❖ IF A "C" STATUS ACCOUNT IS REACTIVATED WITHOUT UU
- ❖ IF A "N" STATUS ACCOUNT IS REACTIVATED WITHOUT UU

WHEN DEPOSITS CAN BE WAIVED

- ❖ IF A PREVIOUS CUSTOMER HAS A "CRI" CURRENT STATUS "GOOD" OR "PERFECT" ON A PREVIOUS ACCOUNT
- ❖ IF A NEW CUSTOMER SENDS IN A LETTER OF CREDIT FROM PREVIOUS UTILITY COMPANY SHOWIN GOOD STANDING

WHEN DEPOSITS ARE NOT CHARGED

- ❖ IF A CUSTOMER IS TRANSFERRING SERVICE FROM ONE LOCATION TO ANOTHER ON THE SAME DAY, PROCESSED AS A CUSTOMER MOVE ONLY
- ❖ IF CUSTOMER HAS AN ACTIVE ACCOUNT AND IS REQUESTING ADDITIONAL SERVICE AT ANOTHER LOCATION, PROVIDED CURRENT CREDIT SHOWS "GOOD" OR "PERFECT"
- ❖ TEMPORARY SERVICE
- ❖ IF A "S" STATUS ACCOUNT IS BEING REACTIVATED
- ❖ IF A "T" STATUS ACCOUNT IS BEING REACTIVATED