

INFORMATION CONCERNING DEPOSITS

This information is given to you because a deposit may be required for service to be established with us. If you have any questions please contact our office.

A deposit may be required for the following reasons:

1. If the applicant is delinquent in payment of any utility service account.
2. If the applicant has been delinquent on more than one occasion during the 12 consecutive months of service with a utility.
3. If the applicant had service disconnected for nonpayment within the last 12 consecutive months of service with a utility.
4. If the applicant cannot satisfactorily establish credit.

An additional deposit may be required for the following reason: If customer's actual usage is three times estimated usage (or three times average usage of most recent three bills), and the customer's current usage exceeds \$295.00, and the customer's current usage exceeds 150% of the deposit already on file. The deposit is calculated to not exceed an amount equivalent to one-sixth of the estimated annual billing. Interest is paid on the deposit based upon an annual rate established by the Texas Public Utility Commission. This interest will be paid on an annual basis. If a refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the deposit is retained for more than 30 days, payment of interest is made retroactive to the date of deposit. Deposit will be refunded under the following conditions:

1. Service is not connected.
2. Disconnection of service.
3. When a customer has paid bills for service for 12 consecutive residential billings or for 24 consecutive commercial or industrial billings without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent, and when the customer is not delinquent in the payment of the current bills.

WHEN SERVICE IS DISCONNECTED, DEPOSIT WILL BE APPLIED TO FINAL BILLING AND ANY EXCESS OF THE UNPAID BILLS WILL BE REFUNDED.