

CUSTOMER SECURITY DEPOSIT POLICY

January, 15, 2009

The following policy details the requirements for security deposits for electric service provided to customers by the Braintree Electric Light Department (BELD).

Residential Service

Rates A1 & A1C

Deposits will not be required for customers provided electricity under the above rates except as detailed below.

If a residential account meets any of the following criteria a deposit shall be required:

New Accounts:

1. Customers that are renting property in the town of Braintree (owners are not subject to a deposit);
2. If any account becomes 45 days delinquent within the first twelve (12) months of service ; or
3. If the customer's payment is rejected by BELD's bank either once within the first six (6) months or twice within the first twelve (12) months of service.

Existing Accounts:

Existing residential accounts may be required to establish or maintain a deposit based upon the following criteria:

1. If two payments are rejected by BELD's bank within a twelve (12) month period; or
2. If the account remains unpaid after 45 days from date of bill;
3. If service is terminated for non-payment of electric charges; or
4. If customer moves to another address and payment history for previous account does not show a zero balance or fits any of the other criteria listed above

Deposits Required

All deposits for electric service will be held for a minimum of twenty-four (24) months after deposit is paid. Upon review of account, if payment history is acceptable, (as determined by BELD) the deposit amount shall be refunded to the customer with all accumulated interest.

Minimum deposit amount shall be three times the estimated average monthly bill.

Municipal Accounts

Rates included: MG1, MG2 & MP1

No deposits are required for Municipal Accounts.

Commercial Accounts

Rates include G1, G2, H1, P1, E1 & X1

Deposits will be required for non-residential customers provided electricity under the above rates in an amount equal to three (3) months' average usage. This amount will be based on the previous consumption for the premises in question, if available, or will be estimated by BELD.

Miscellaneous Deposits

Construction Accounts:

Single Phase – New House	\$ 200
Office or Commercial Buildings	\$1000

Temporary Service (includes \$50 non-refundable service charge)

Single Phase	\$ 250
Three Phase	\$1050

Deposit Return

Accounts will be reviewed for return of deposits after twenty-four (24) months. Accounts with a payment history satisfactory to BELD will have their deposit, including all accrued interest, credited to the account balance.

If an account has not met the payment criteria for twenty-four (24) months, the associated deposit will be held until the payment history, as determined by BELD, is satisfactory or service is terminated. If service is terminated before the deposit is returned, BELD will apply deposit and interest against any unpaid balance and refund the difference.

Interest

Interest on the deposit shall be credited to their account. The interest rate is determined by the Commonwealth of Massachusetts, Chapter 164, Section 58, which is currently 1.83%. Deposits that are refunded or applied prior to six months are not entitled to earn interest.

Direct Payment

Customers who participate in the Direct Payment Program shall qualify for twenty-five (25%) percent reduction in the required deposit.

Modifications of Deposits

BELD's Support Services Manager shall have the authority to modify the deposit policy on an individual basis.