



GOOD CREDIT POLICY

Purpose: To provide for continuity in applying changes to Chapter 27-20 Security Deposits

Policy: All accounts shall be charged a security deposit according to Chapter 27-20 City of Columbia Ordinances.

Procedure: All residential deposits shall be charged as defined in Chapter 27-20 a(1)

New Accounts - New customer's may complete a Waiver of Deposit form and submit a letter of good credit from another utility. The utility service(s) can not have been terminated for more than 3 months and the applicant must have been the account owner or listed as a responsible party for the account.

Letter of credit from the prior utility must be on utility letterhead and contain the following :

- provide contact information for the utility
- service start and end date
- previous twelve months history for
 - the number of disconnections
 - late payments
 - delinquent notices sent
 - number of NSF checks (return checks)

Refund of Deposit - If customer can not provide a letter of good credit, a deposit will be applied to the account. Customers with at least twelve months of utility history with the City of Columbia may request, in writing, to have their deposit refunded. Deposits are refunded based on good credit being established with the City of Columbia.

Good Credit defined as (12 month criteria):

- No shut offs
- No delinquent notices sent
- No late payments
- No returned checks

Credit Risk Accounts - to re-establish good credit, must have 24 consecutive months of:

- No shut offs
- No delinquent notices sent
- No late payments
- No returned checks
- No broken payment agreements (if applicable)
- No write offs in last seven (7) years
- No collection history for five (5) years (60 months)



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(continued)

Refund of Deposit for Credit Risk Accounts - Customers must request, in writing, review of their account. Customer's account can not show any of the above stated payment concerns noted under Credit Risk Accounts. If customer's account criteria meets the criteria for re-establishing good credit, half of any double deposit may be credited to the customer's account. A single deposit will be maintained on the account for an additional twelve months . After the twelve months, if account meets the normal credit standards the remaining deposit can be credited to the customer's account upon customer request for waiver.

Policy's are subject to change without notice