

# Pulaski Electric System

**Operating Policy Number:** POL 6.3.30

**Policy Title:** Energize Deposits

**Scope:** Customers

**Policy Statement:** Pulaski Electric System (“PES Energize”) is committed to providing reliable, quality, competitive and affordable broadband, video and telephone services (the “Services”). PES Energize, therefore, must evaluate potential customers’ credit information to assure protection from any default for payment of services or damage to any PES Energize equipment. Decisions on adequate deposit amounts will be based on the customer’s credit history and will be applied in a non-discriminatory manner in all cases. PES Energize reserves the right at all times to adjust the amount of a customer’s security deposit if it deems that PES Energize is not adequately protected from default.

## **Policy:**

- A. PES Energize reserves the right to require that any unsatisfied debts with PES Energize, including debts from electric service, be paid in full before Services are activated.
- B. Residential customers or applicants interested in subscribing to PES Energize’s digital video services and Broadband that require the use of a PES supplied set-top box and/or gateway shall be required to pay a \$50 deposit for each device **if** credit “Vantage Score” is **RED**.
- C. Security Deposits will be returned within sixty (60) days of termination of service so long as the following conditions are met:
  1. Equipment has been returned undamaged and in working order.
  2. Payment has been made for all amounts due on customer’s Electric and Energize accounts.

PES may apply the deposit, plus earned interest, to the customer’s outstanding Energize or Electric bills. (Priority will be given to the Energize balance, and any remaining deposit will be applied to the Electric balance.)

- D. If no money is owed and there is any deposit money remaining, a refund check is to be issued to the account holder listed on the contract. Upon written request by the customer or at the discretion of PES, the deposit, including earned interest, may be evaluated.

E. Customers shall remain liable for any outstanding balances after the security deposit has been applied.

F. PES Energize complies with the guidelines set forth within the provisions of the Fair Credit Reporting Act (FCRA) when using a customer's or applicant's credit history information to determine if a deposit will be required for before receiving Services.

**Responsible Office(s):** Chief Information Officer

**Reference(s):** Fair Credit Reporting Act

**Effective Date:** May 24, 2022

**Policy History:**

Approved: March 20, 2007

Revised: September 25, 2007

Revised: May 24, 2022