

Pulaski Electric System

Operating Policy Number: POL 4.40.20

Policy Title: Deposits-Energize

Scope: Broadband Customers

Policy Statement:

Pulaski Electric System (PES,) doing business as “PES Energize,” is committed to providing reliable, quality, competitive and affordable Internet 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. PES Energize utilizes the “Vantage Score” color scale and past payment history (if any) to determine if a deposit is required. 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 to adjust the amount of a customer’s security deposit if it deems that PES Energize is not adequately protected from default.

Policy:

A. Uncollectable Accounts

PES Energize requires that any unsatisfied debts be paid in full before new services are activated. The uncollectable amount is required to be paid and a \$50 Energize deposit is required for each managed device.

B. Deposit Determination for Managed Equipment – New Broadband Customers

The PES representative will review the current Electric account(s) to determine if an Energize deposit is required. If no deposit is found on the Electric account, the Energize deposit will be waived. If a deposit is present on the account, the representative will then examine the account’s payment transaction history for any non-payment disconnections within the past 24 months. If there are no non-payment disconnections present within the past 24 months, then the deposit will be waived. If non-payment disconnections are present within the past 24 months, a \$50 deposit will be required for each managed device.

C. Deposit Determination for Managed Equipment – Existing Broadband Customers

The PES representative will review the current broadband account(s) to determine if an Energize deposit is required. The representative will examine the account’s payment transaction history for any non-payment disconnections within the past 24 months. If there are no non-payment disconnections present within the past 24 months, then the deposit will be waived. If non-payment disconnections are present within the past 24 months, a \$50 deposit will be required for each managed device.

If 24 months of broadband payment transaction history are not available, then the PES representative will defer to the deposit determination procedure for new broadband customers.

D. Payment of Deposits

All deposits must be paid prior to service installation scheduling and processing service orders for the establishment of service(s.)

E. Deposit Refund

Energize Deposits will be returned within sixty (60) days of termination of service as long as the following conditions are met:

1. Equipment has been returned clean, undamaged and in working order within five business days of disconnection. The condition of the equipment will be determined by a PES representative. The Energize deposit would be forfeited and additional charges to the account may apply if equipment is visibly dirty, discolored from nicotine exposure, shows signs of bug infestation, or water damage, etc. The charge will be based on the PES Energize Equipment Depreciation Schedule. Before final billing occurs, a Customer Service Representative will review each account to determine which customers have unreturned equipment. The representative will then add the charge to the account, ensuring it is included with the final bill amount.
2. Payment has been made for all amounts due on the customer's Electric and Energize account(s.)

PES may apply the deposit to the customer's outstanding Energize bill or Electric bills. (Priority will be given to the Energize balance, and any remaining deposit will be applied to the Electric balance.) PES will accrue interest on the customer's deposit balance at a rate comparable to the passbook savings account rate (regular savings account rate) at PES's primary banking institution. If any balance remains after such application, the said balance shall be refunded to the customer.

Upon written request by the customer or at the discretion of PES, the deposit may be evaluated. PES may refund the deposit to the customer after three years of continuous Energize service, provided the customer has had no returned checks with PES and has not paid more than one late payment in the last 13 months.

G. Acceptance of Liability

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

H. Credit Reporting Compliance

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 before receiving Services.

Responsible Office(s): Chief Information Officer

Reference(s): Fair Credit Reporting Act, PES Energize Equipment Depreciation Schedule

Effective Date: April 22, 2025

Policy History:

Approved: March 20, 2007

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