

# Norwich Public Utilities

## Security Deposit Guidelines

### Commercial and Industrial Customers

The following security deposit guidelines will be applied to all new Commercial and Industrial customers seeking gas, electric, and water and/or sewer services from NPU.

New Commercial and Industrial accounts are required to pay a security deposit based on the following:

- A security deposit equal to an estimated bill for three months of average annual consumption at the address for anticipated natural gas, electric, water and/or sewer usage prior to receiving service.
  - The deposit will be based upon previous usage at the same property or a similar business located within the city of Norwich.
- New construction/renovations that require service are required to pay a deposit for utility use during construction. Once construction is complete, the full deposit must be paid prior to the issuance of a Certificate of Occupancy.

#### Terms and Conditions:

1. Properties located within the City of Norwich Enterprise, Opportunity or Mill Enhancement Zones are eligible for a 50% reduction of all deposits. Such a reduction will be subject to confirmation and approval by NPU.
  - If at any point services are terminated for non-payment, this reduction will no longer apply and the full deposit will be due prior to the restoration of services and for as long as the account remains active.
2. The customer can request in writing or by email (billpaysupport@npumail.com) a reduction or waiver of a deposit if the customer meets all the following:
  - Two years of good payment history with NPU
  - The account is personally guaranteed in the name of an individual or corporation **and not an LLC**
  - The customer has signed up for Auto Pay with NPU.
3. In lieu of a cash security deposit, a customer may select one of the following deposit options:
  - Personal/business check (requires 5 business day waiting period prior to providing service)
  - Certified bank check.
  - Credit card (Visa, MasterCard or Discover) up to \$10,000
  - A surety bond from a valid insurance provider which must be kept in full force by the customer for the duration of the account. Failure to do so will result in loss of this option and termination of services.

4. Security deposits shall accrue interest of .125% per month as per Connecticut State Statute.
5. The security deposit, including interest, will be returned after the account is closed and all outstanding charges are paid.
6. For accounts where service has been terminated, all account balances and security deposits in the customer/business name must be paid in full prior to service being restored.
7. As always, NPU Customer Service Representatives are available at (860) 887-2555 to respond to any questions.