

Norwich Public Utilities Security Deposit Guideline Multi-Family and Non-Owner Occupied Residential Rental Properties

The following security deposit guidelines will be applied to all Multi-Family and Non-Owner Occupied Residential Rental Properties seeking gas, electric, and water and/or sewer services from NPU.

A deposit will be held for each Multi-Family and Non-Owner Occupied Residential Rental Property as follows:

- A deposit of \$500 will be required for each house/water account plus \$100 per unit, which will be held in the owner's name until the account is closed.

Or:

- A security deposit equal to an estimated bill for three months of average annual consumption for anticipated natural gas, electric, water and/or sewer usage.

Terms and Conditions

1. Properties located within the City of Norwich Enterprise, Opportunity or Mill Enhancement Zones will be 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 and **not an LLC**
 - The customer is 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 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 deposit in the customer/business name must be paid in full prior to service being restored.
7. When a new tenant signs in for service, any unpaid property-owner balance on that unit will be transferred to the property owner's account.
8. Tenants should refer to the Residential Home Owner and Tenant Deposit Guidelines for more information.
9. As always, NPU Customer Service Representatives are available at (860) 887-2555 to respond to any questions.