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GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

B. CUSTOMER DEPOSIT

(1) Deposit Requirements

Residential

(a) The Company may require a customer deposit from:
- (i) Seasonal or short-term customers taking service for a term that does not exceed one year; or
- (ii) Applicants who do not provide proof of their identity upon application for service; or
- (iii) A customer who has never had Company service in their name and has a high risk credit score (e.g. a customer with a FICO score of less than 650); or
- (iv) A customer who is not currently receiving service but has a prior Company account with an unpaid debt; and
- (v) A customer as a condition of receiving service if such customer is delinquent in payment of their utility bills. A customer is delinquent for the purpose of a deposit assessment if such customer:
  - (aa) Accumulates two consecutive months of arrears without making reasonable payment, defined as one-half of the total arrears, of such charges before the time that a late payment charge would become applicable, or fails to make a reasonable payment on a bi-monthly bill within 50 days after the bill is due; provided the Company requests such deposit within two months of such failure to pay; or
  - (bb) Had service terminated for non-payment during the preceding six months.

Customers included in Rule 2.B.1 shall be provided a written notice, at least 20 days before the deposit is assessed, that failure to make timely payments shall permit the Company to require a deposit from such customer. If a deposit from a customer who is delinquent by virtue of his or her failure to make a reasonable payment of arrears, is required, the Company shall permit such customer to pay the deposit in installments over a period not to exceed 12 months.

Non-residential

(a) The Company may require a customer deposit from any new customer or from an existing customer:
- (i) Who is delinquent. A customer is delinquent for the purpose of deposit assessment if two or more late payments were made within the previous 12 month period; or
- (ii) Whose financial condition is such that it is likely that the customer may default in the future; provided, however, the Company must have reliable evidence of such condition; such as reports from accepted financial reporting services, or credit reporting agencies; or
- (iii) Who has filed for reorganization or bankruptcy; or
- (iv) Who has been rendered a backbill within the last 12 months for previously unbilled charges for service through tampered equipment.

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York

Cancelled by supplement No. 53 effective 06/24/2016
Suspended to 07/21/2016 by order in Case 15-E-0285. See Supplement No. 52. Th e supplement filing date was 04/13/2016
Suspended to 04/17/2016 by order in Case 15-E-0285. See Supplement No. 49. Th e supplement filing date was 10/01/2015
Suspended to 10/17/2015 by order in Case 15-E-0285. See Supplement No. 45. Th e supplement filing date was 06/11/2015