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AUSLEY McMULLEN

ATTORNEYS AND COUNSELORS AT LAW

123 SOUTH CALHOUN STREET
P.O. BOX 391 (ZIP 32302)
TALLAHASSEE, FLORIDA 32301
(850) 224-9115 FAX (850) 222-7560

June 25, 2015

VIA: ELECTRONIC FILING

Ms. Carlotta Stauffer, Director
Division of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Petition for approval of tariff revisions to implement Customer Relationship Management ("CRM") Project, by Tampa Electric Company

Dear Ms. Stauffer:

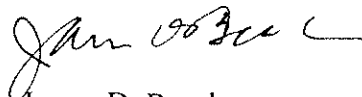
Attached for filing with the Commission on behalf of Tampa Electric Company is Tampa Electric's petition referenced above. Attached also are the following revised (or original) sheets to Tampa Electric's Retail Tariff Book for which the company's petition seeks the Commission's approval:

Fourteenth Revised Sheet No. 3.010
Fourth Revised Sheet 3.020
First Revised Sheet No. 3.025
Sixth Revised Sheet No. 5.130
Original Sheet No. 5.135

The coded (legislative style) versions of each of the above revised sheets required by Rule 25-9.005, F.A.C., are attached to the company's petition.

Thank you for your assistance in connection with this matter.

Sincerely,



James D. Beasley

JDB/pp
Attachments

cc: Paula Brown
Roxanne Gilmore

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition of Tampa Electric Company) DOCKET NO. _____
For Approval of Tariff Revisions to Implement)
Customer Relationship Management Project) FILED: June 25, 2015
_____)

**TAMPA ELECTRIC COMPANY'S PETITION FOR APPROVAL
OF TARIFF REVISIONS TO IMPLEMENT
CUSTOMER RELATIONSHIP MANAGEMENT PROJECT**

Tampa Electric Company ("Tampa Electric" or "the company"), pursuant to Sections 366.06, Florida Statutes, and Rules 28-106.301 and 25-9.031, Florida Administrative Code, petitions the Florida Public Service Commission ("the Commission") to approve various revisions to the company's retail electric tariff related to implementation of the company's forthcoming Customer Relationship Management ("CRM") Project, and as grounds therefor, says:

1. The name, address, telephone number and facsimile number of the petitioner are:

Tampa Electric Company
Post Office Box 111
Tampa, FL 33601
(813) 228-4111
(813) 228-1770 (fax)

2. Tampa Electric is an investor-owned public utility subject to the jurisdiction of the Commission under Chapter 366, Florida Statutes.

3. All notices, pleadings and correspondence required to be served on the Petitioner should be directed to:

James D. Beasley
J. Jeffrey Wahlen
Ashley M. Daniels
Ausley & McMullen
Post Office Box 391

Paula Brown, Manager
Regulatory Coordination
Tampa Electric Company
Post Office Box 111
Tampa, FL 33602

Tallahassee, FL 32302
(850) 224-9115
(850) 222-7960 (fax)
jbeasley@ausley.com (email)
jwahlen@ausley.com (email)
adaniels@ausley.com (email)

(813) 228-1444
(813) 228-1770 (fax)
regdept@tecoenergy.com (email)

4. By this petition, Tampa Electric seeks Commission approval of modifications to the Budget Billing (Levelized Payment Plan) provisions, (Third Revised Sheet No. 3.020), its Summary Billing Plan provisions (First Revised Sheet No. 3.025), and changes to its provisions regarding customer deposits (Fifth Revised Sheet No. 5.130) in order to synchronize and align those provisions with those of Peoples Gas Systems (“Peoples”) upon implementation of the company's forthcoming CRM system. A listing of revised tariff sheets containing descriptions of proposed changes is attached hereto as Exhibit “A”.

Background

5. Tampa Electric and Peoples have, over the last couple of years, reviewed options to replace the legacy mainframe customer billing and meter information systems serving both Peoples and Tampa Electric. The aim of the review was to modernize those systems and processes to provide enhanced service to customers, provide more efficient delivery of information to team members operating and relying upon the customer billing and meter information systems, and to standardize practices and processes between the two companies in order to gain the efficiencies and reliability attributes of that standardization. That effort led to the CRM Project, which will utilize SAP software. This is a massive undertaking given the breadth and scope of systems, processes and procedures that a utility customer and meter information system touches. The project is being conducted in phases which began with project preparation and organization before proceeding to the analysis and design phase, and is currently in the technical specifications phase which will be followed by the actual construction and

testing of the system and the final preparation for implementation. The project is currently scheduled to be implemented in July 2016, with continuing transitional support as needed thereafter. CRM is a \$55 million project that will update and modernize the hardware and software used by both companies for management of the customer experience and customer metering and billing for many years into the future.

Requested Tariff Changes

6. In preparation for CRM implementation the project looked for customer-centric options and best practices between Tampa Electric and Peoples, with an additional goal to establish common billing and metering practices as much as possible between the two companies. As a result, with respect to Tampa Electric, the company is requesting modifications to the company's Levelized Payment Plan (optional), currently set forth at Third Revised Sheet No. 3.020, the company's Summary Billing Plan (optional), currently set forth in First Revised Sheet No. 3.025, and customer deposits, currently set forth in Fifth Revised Sheet No. 5.130 of Tampa Electric's retail service tariff. Peoples is making a separate filing to revise certain provisions of its retail gas tariff to accommodate this same goal.

Levelized Payment Plan (optional)

7. Tampa Electric's current tariff includes a budget billing option, the Levelized Payment Plan, for residential and small commercial customers for the purpose of levelizing the peaks and valleys in their monthly payments for metered electric service. Tampa Electric's levelized monthly payment is calculated based on the average monthly consumption, including the current month, for the most recent twelve (12) full months (or available full months when there are less than twelve (12) of service at the current applicable charges. Cumulative balances between the levelized monthly payment and standard billing amounts of less than \$250.00 and

\$250.00 or more are reduced on each bill by 10% and 20% respectively. Extraneous charges not related to metered kWh are added to arrive at the current amount due.

8. The monthly levelized payment amounts under this plan are adjusted every month based on the deferred balance. While the levelized payment amounts are less volatile than the standard billing amounts, the levelized payment amounts rarely, if ever, remain the same for two or more consecutive months. Most customers expect the same payment amount each month from a budget billing program and having continual monthly adjustments made to the payment amount makes the plan more difficult for customers to understand and more difficult for the company's customer service representatives to explain.

9. As a result of the above issues associated with the current Levelized Payment Plan and in the interest of aligning practices between Tampa Electric and Peoples, the company is proposing to replace its Levelized Payment Plan with one named simply "Budget Billing Plan" that is modeled after the Budget Pay Plan currently offered in the Peoples tariff. Under the proposed plan, a monthly budgeted amount will be calculated by taking the average of the previous 12 months electric billing amounts, including applicable taxes and fees. From time to time the company will calculate a new average monthly bill and compare it to the budgeted amount to determine if the two amounts differ by 15% or more. If so, the budgeted amount may be replaced by the recalculated monthly amount on the next successive bill. On the anniversary date of the customer's election to participation in the plan, the monthly payment amount will be replaced with a recalculated amount based on the most current 12-month period and the deferred balance will be trued-up by refunding (or crediting to the next month's bill) a deferred credit or by applying 1/12 of a deferred debit to the newly calculated monthly payment amount.

10. Tampa Electric is also proposing less restrictive qualifying criteria under the proposed Budget Billing Plan. Currently, a customer must have no balance owing to participate in the plan which allows only a short window of opportunity between the payment of a current bill and the subsequent receipt of a new bill for a customer to request participation. The company is requesting that the qualifications be revised such that customers who have no arrears and no pending service disconnections will be eligible. The company proposes the same disqualification criteria employed in its current Levelized Payment Plan including more than one arrears per year initiating field collection procedures and a 12-month prohibition on rejoining the program after being disqualified.

11. Attached hereto as Exhibit "B" are Tampa Electric Company's proposed Fourteenth Revised Sheet No. 3.010 and Fourth Revised Sheet No. 3.020, in legislative format to show changes and in the proposed final form, setting forth the proposed Budget Billing Plan provisions.

Proposed Summary Billing Plan

12. Tampa Electric currently offers an optional Summary Billing Plan to customers who have ten or more accounts and no bills in arrears. Under the Summary Billing plan customers receive a single statement for the billing and payment of the accounts included in the plan.

13. Currently, the Summary Billing Plan tariff states that the accounts included on the summary bills will be separated into groups and each group will be billed once a month. However, most summary billing customers prefer to receive one bill per month for all accounts instead of multiple bills containing fewer accounts. Therefore, the company is proposing that the separation of accounts on summary billing into groups be an option, not a requirement. The

company is proposing a wording change from “will be separated into groups” to “may be separated into groups”.

14. Under the proposed Summary Billing Plan, a customer's failure to pay within 10 days from the mailing date of summary billing may result in the customer's removal from the program. This is a revision to the current tariff which indicates the summary bill must be paid within 10 days to remain on the program. The Commission's 20-day rule will remain in effect for delinquency bill actions.

15. Attached hereto as Exhibit "C" is Tampa Electric's proposed First Revised Sheet No. 3.025, in legislative format to show changes and in the proposed final form, setting forth the proposed revisions to the Summary Billing Plan.

Deposits

16. Tampa Electric's tariff provisions governing customer deposits are set forth in Fifth Revised Sheet No. 5.130. Tampa Electric is proposing a residential customer option for a verification of credit by the company through an external/independent credit monitoring service to determine if the customer meets the company's credit-worthiness criteria allowing the security deposit to be waived. The credit verification will have no impact on the customer's credit score.

17. Attached hereto as Exhibit "D" are Tampa Electric Company's proposed Sixth Revised Sheet No. 5.130 and Original Sheet No. 5.135, in legislative format to show changes and in the proposed final form, adding to the current tariff language the criteria utilized by the external credit monitoring service to make credit worthiness determination.

Proposed Communications Plan

18. Tampa Electric plans to execute a comprehensive communications plan in order to fully inform its customers and other key stakeholders who may be affected by the

implementation of the CRM system and the related tariff provisions herein. The company will use various owned mediums (bill inserts, newsletters, websites, newspaper/online advertisements, social media, press releases and more) to convey tailored communications to each audience. The company will inform customers about the project and its expected benefits and prepare customers for the changes expected on the scheduled CRM implementation date of July 2016. The general timing, cadence and messaging will depend on each customer segment and its respective needs.

Proposed Tariff Effective Date

1. Tampa Electric plans a July 5, 2016 transition date from its current mainframe computer system to its new CRM system. The company requests that the tariff revisions proposed herein be made effective as of the actual transition date, such that affixing the effective date to the approved tariff sheets is reduced to a preapproved ministerial task.

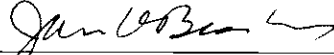
2. The tariff revisions proposed herein will enable Tampa Electric to operate with greater efficiency utilizing its new CRM system and at the same time provide a greater level of service to its customers.

3. Tampa Electric is not aware of any disputed issues of material fact relating to the matters addressed in this filing.

WHEREFORE, Tampa Electric requests Commission approval of the tariff revisions proposed herein effective on the transition date from the company's current mainframe computer system to the new CRM system, expected to occur on or about July 5, 2016.

DATED this 25th day of June 2015.

Respectfully submitted,



JAMES D. BEASLEY
J. JEFFRY WAHLEN
ASHLEY M. DANIELS
Ausley & McMullen
Post Office Box 391
Tallahassee, Florida 32302
(850) 224-9115

ATTORNEYS FOR TAMPA ELECTRIC COMPANY

Exhibit "A"

MISCELLANEOUS TARIFF REVISIONS

Tariff Sheet Number	Proposed Changes/Comments
3.010	Replace program name "Levelized Billing Plan" with proposed name "Budget Billing Plan" in the table of contents for Tariff Section3.
3.020	Replacing certain terms and conditions of the Levelized Billing Plan with proposed terms and conditions of Budget Billing program tariff. The changes include the methodology used, the qualifications for participation, and customer applicability.
3.025	Revising tariff language to allow flexibility in the Summary Billing Plan with respect to the separation of accounts into groups and Customer removal from the program. Also proposing miscellaneous wording changes for clarification purposes.
5.130	Correcting "Continued to" reference at the bottom of the sheet to reflect a proposed new tariff sheet.
5.135	Adding a new tariff sheet with a proposed credit verification option for residential customers to determine if the security deposit may be waived.

Exhibit "B"



MISCELLANEOUS

<u>SCHEDULE</u>	<u>TITLE</u>	<u>SHEET NO.</u>
	Levelized Payment Plan <u>Budget Billing Plan</u> (Optional)	3.020
	Summary Billing Plan (Optional)	3.025
	Service Charges	3.030
	Home Energy Analysis	3.040
	Commercial and Industrial Energy Analysis	3.050
RSL-3	Load Management (Optional)	3.110
GSLM-1	General Service Load Management Rider	3.150
GSSG-1	Standby Generator Rider	3.200
GSLM-2	General Service Industrial Load Management Rider	3.210
GSLM-3	General Service Industrial Standby and Supplemental Load Management Rider	3.230
BERS	Building Energy-Efficient Rating System	3.250
NM-1	Net Metering Service	3.255
RE	Renewable Energy Program (Optional)	3.270



LEVELIZED PAYMENT PLAN **BUDGET BILLING PLAN**

(OPTIONAL)

~~Residential Customers served under RS and General Service Customers served under GS may elect budget billing to help levelize monthly payments for metered electric service. To qualify for the levelized payment plan, a customer must have no balance owing when beginning the plan, and must not have been disqualified from the plan within the past 12 months. Tampa Electric shall have 30 days to enact the plan upon receipt and approval of the application.~~

~~The levelized monthly payment is based on the average monthly consumption, including the current month for the most recent 12 months, or available full months for new service, at the current applicable charges. Cumulative balances between the levelized monthly payments and standard billing amounts of less than \$250.00 and \$250.00 or more shall be reduced on each bill by 10% and 20% respectively. Extraneous charges not related to metered kWh are added to arrive at the current amount due.~~

~~The levelized payment plan will be continuous unless the customer requests termination from the plan, disconnection, or has more than one arrears per year initiating field collection procedures, at which timer the plan will be terminated and the customer must settle his account in full. For the customer terminating from the plan but remaining on an active status, any deferred credit balance will be applied to reduce the current billing. The customer may terminate from the plan at any time. Any customer who is disqualified because of collection action may not re-join for at least 12 months.~~

~~Residential Customers taking service under Rate Schedule RS and General Service Non-Demand Customers may elect to make budgeted monthly payments of amounts due the Company to help stabilize their monthly payments. Residential customers taking service under the Residential Service Variable Pricing Rate Schedule, RSVP-1, also known as "Energy Planner", may not participate in Budget Billing. To qualify for a Budget Billing plan, a customer must have no overdue balance or pending service disconnection when beginning the plan. The Company shall have 30 days following a Customer's request to participate in the Budget Billing Plan to implement such participation.~~

~~If a Customer requests to make budgeted payments, the initial budgeted payment amount is based on an average of the previous twelve (12) months bills due the Company, including all applicable fees and taxes. If the Customer has not received electric service from the Company for the preceding twelve (12) months, the Company will use the best information available to calculate the initial monthly payment amount. After the Customer's budgeted monthly payment amount has been initially established, the Company may recalculate the payment from time to time. If the recalculated budgeted payment amount varies by fifteen (15) percent or more from the~~



~~THIRD-FOURTH~~ REVISED SHEET NO. 3.020
CANCELS ~~SECOND-THIRD~~ REVISED SHEET NO. 3.020

budgeted payment amount then in effect, the Company may begin charging the recalculated amount on Customer's next successive bill.

Any current and total deferred balance will be shown on the Customer's bill. The Customer's budgeted payment amount will be recalculated on each anniversary of the Customer's initial participation in the plan. On such recalculation, any credit deferred balance will be refunded to the Customer and one-twelfth (1/12) of any debit deferred balance will be added to the following year's recalculated budgeted monthly payment amount.

An electing Customer's participation in the Budget Billing Plan will be continuous unless the customer requests that participation in the plan be terminated, electric service is terminated, or the Customer has had more than one arrears per year initiating field collection procedures. At that time, the Customer's participation in the plan will be terminated and the Customer shall settle his account with the Company in full. If a Customer requests to terminate participation in the plan, but remains a Customer of the Company, the Customer shall pay any deferred debit balance with the next regular monthly bill, and any deferred credit balance shall be used to reduce the amount due for the next regular monthly bill. An electing customer may request that participation be terminated at any time. Any Customer who is disqualified because of collection action may not rejoin for at least twelve (12) months.

ISSUED BY: J. B. Ramil G. L. Gillette,
President

DATE EFFECTIVE: March 1, 1997

Exhibit "C"



~~FIRST~~ SECOND REVISED SHEET NO. 3.025
CANCELS ~~ORIGINAL~~ FIRST REVISED SHEET NO. 3.025

SUMMARY BILLING PLAN

(OPTIONAL)

A Customer with ten (10) or more Tampa Electric accounts and no bill in arrears may request a single statement for the billing and payment of those accounts under this Summary Billing Plan. With Summary Billing, the Customer designates which accounts are to be included in the plan. Those accounts ~~will may then~~ be separated into groups each of which will be billed once a month on cycle billing days as ~~designed~~ designated by the Company.

Tampa Electric will read each meter and calculate a billing amount for each account separately. The billing amount for each of the designated accounts will be totaled on a Summary Billing statement, with each of the individual account bills attached as backup, and a single totaled bill will be included for remittance. Summary bills are due when rendered. If the summary bill is not and must be paid in full within ten (10) days from the mailing date, the customer may be removed from in order to remain on the Summary Billing Plan.

ISSUED BY: ~~C. R. Black~~ G. L. Gillette,
President

DATE EFFECTIVE: ~~May 7, 2009~~

Exhibit "D"



Continued from Sheet No. 5.120

2.12 DEPOSITS

At the company's option, a deposit amount of up to two (2) month's average billing, or a suitable guarantee as security for payment for electric service, may be required at any time. Initial deposits for new premises are calculated based on the customer's submission of electrical load information. This information is then utilized to estimate average monthly usage. Initial deposits for existing premises, where typical usage has registered in the past 6 months, is calculated by accessing historical usage. If such historical usage is not available, a load calculating tool is used to establish average usage based on square footage of dwelling. As a suitable guarantee the applicant for service may furnish either (1) a satisfactory guarantor to secure payment of bills for the service requested, (2) an irrevocable letter of credit from a bank, or (3) a surety bond. For residential customers, a satisfactory guarantor shall, at the minimum, be a customer with a satisfactory payment record. For non-residential customers, a satisfactory guarantor need not be a customer of the utility. Each utility shall develop minimum financial criteria that a proposed guarantor must meet to qualify as a satisfactory guarantor. A copy of the criteria shall be made available to each new non-residential customer upon request by the customer.

After a residential customer has established a satisfactory payment record and has had continuous service for a period of twenty-three (23) months, the customer's deposit shall be refunded provided the customer has not in the preceding twelve (12) months, (a) made more than one late payment of a bill (after the expiration of twenty (20) days from the date of mailing or delivery by the company), (b) paid with a check refused by a bank, (c) been disconnected for nonpayment, or at any time, (d) tampered with the electric meter, or (e) used service in a fraudulent or unauthorized manner.

A minimum of two percent (2%) interest per annum on deposits shall be credited to the current bill annually and when deposits are refunded. Interest of three percent (3%) shall be paid on deposits of non-residential customers after the deposits have been held for twenty-three (23) months and the company elects not to refund the deposits. The deposit interest shall be simple interest in all cases. No customer depositor shall be entitled to receive interest on his deposit until and unless the customer relationship and the deposit have been in existence for a continuous period of six (6) months, then he shall be entitled to receive interest from the day of the commencement of the customer relationship and the placement of deposit.

Upon termination of service, and provided all bills have been paid in full, the deposit and accrued interest may be credited against the final account and the balance if any, shall be returned promptly to the customer within fifteen (15) days after service is discontinued.

Continued to Sheet No. [5.1405.135](#)



Continued from Sheet No. 5.130

At the Residential Customer's option, the Company will verify the Customer's credit through an external credit monitoring service to determine if the customer meets the company's credit-worthiness criteria allowing the security deposit to be waived. This type of credit verification will have no impact on the Customer's credit score.

Continued to Sheet No. 5.140

Tampa Electric Company

Revised Tariff Sheets

Standard Format



MISCELLANEOUS

<u>SCHEDULE</u>	<u>TITLE</u>	<u>SHEET NO.</u>
	Budget Billing Plan (Optional)	3.020
	Summary Billing Plan (Optional)	3.025
	Service Charges	3.030
	Home Energy Analysis	3.040
	Commercial and Industrial Energy Analysis	3.050
RSL-3	Load Management (Optional)	3.110
GSLM-1	General Service Load Management Rider	3.150
GSSG-1	Standby Generator Rider	3.200
GSLM-2	General Service Industrial Load Management Rider	3.210
GSLM-3	General Service Industrial Standby and Supplemental Load Management Rider	3.230
BERS	Building Energy-Efficient Rating System	3.250
NM-1	Net Metering Service	3.255
RE	Renewable Energy Program (Optional)	3.270



BUDGET BILLING PLAN

(OPTIONAL)

Residential Customers taking service under Rate Schedule RS and General Service Non-Demand Customers may elect to make budgeted monthly payments of amounts due the Company to help stabilize their monthly payments. Residential customers taking service under the Residential Service Variable Pricing Rate Schedule, RSVP-1, also known as "Energy Planner", may not participate in Budget Billing. To qualify for a Budget Billing plan, a customer must have no overdue balance or pending service disconnection when beginning the plan. The Company shall have 30 days following a Customer's request to participate in the Budget Billing Plan to implement such participation.

If a Customer requests to make budgeted payments, the initial budgeted payment amount is based on an average of the previous twelve (12) months bills due the Company, including all applicable fees and taxes. If the Customer has not received electric service from the Company for the preceding twelve (12) months, the Company will use the best information available to calculate the initial monthly payment amount. After the Customer's budgeted monthly payment amount has been initially established, the Company may recalculate the payment from time to time. If the recalculated budgeted payment amount varies by fifteen (15) percent or more from the budgeted payment amount then in effect, the Company may begin charging the recalculated amount on Customer's next successive bill.

Any current and total deferred balance will be shown on the Customer's bill. The Customer's budgeted payment amount will be recalculated on each anniversary of the Customer's initial participation in the plan. On such recalculation, any credit deferred balance will be refunded to the Customer and one-twelfth (1/12) of any debit deferred balance will be added to the following year's recalculated budgeted monthly payment amount.

An electing Customer's participation in the Budget Billing Plan will be continuous unless the customer requests that participation in the plan be terminated, electric service is terminated, or the Customer has had more than one arrears per year initiating field collection procedures. At that time, the Customer's participation in the plan will be terminated and the Customer shall settle his account with the Company in full. If a Customer requests to terminate participation in the plan, but remains a Customer of the Company, the Customer shall pay any deferred debit balance with the next regular monthly bill, and any deferred credit balance shall be used to reduce the amount due for the next regular monthly bill. An electing customer may request that participation be terminated at any time. Any Customer who is disqualified because of collection action may not rejoin for at least twelve (12) months.



SUMMARY BILLING PLAN

(OPTIONAL)

A Customer with ten (10) or more Tampa Electric accounts and no bill in arrears may request a single statement for the billing and payment of those accounts under this Summary Billing Plan. With Summary Billing, the Customer designates which accounts are to be included in the plan. Those accounts may be separated into groups each of which will be billed once a month on cycle billing days as designated by the Company.

Tampa Electric will read each meter and calculate a billing amount for each account separately. The billing amount for each of the designated accounts will be totaled on a Summary Billing statement, with each of the individual account bills attached as backup, and a single totaled bill will be included for remittance. Summary bills are due when rendered. If the summary bill is not paid in full within ten (10) days from the mailing date, the customer may be removed from the Summary Billing Plan.



Continued from Sheet No. 5.120

2.12 DEPOSITS

At the company's option, a deposit amount of up to two (2) month's average billing, or a suitable guarantee as security for payment for electric service, may be required at any time. Initial deposits for new premises are calculated based on the customer's submission of electrical load information. This information is then utilized to estimate average monthly usage. Initial deposits for existing premises, where typical usage has registered in the past 6 months, is calculated by accessing historical usage. If such historical usage is not available, a load calculating tool is used to establish average usage based on square footage of dwelling. As a suitable guarantee the applicant for service may furnish either (1) a satisfactory guarantor to secure payment of bills for the service requested, (2) an irrevocable letter of credit from a bank, or (3) a surety bond. For residential customers, a satisfactory guarantor shall, at the minimum, be a customer with a satisfactory payment record. For non-residential customers, a satisfactory guarantor need not be a customer of the utility. Each utility shall develop minimum financial criteria that a proposed guarantor must meet to qualify as a satisfactory guarantor. A copy of the criteria shall be made available to each new non-residential customer upon request by the customer.

After a residential customer has established a satisfactory payment record and has had continuous service for a period of twenty-three (23) months, the customer's deposit shall be refunded provided the customer has not in the preceding twelve (12) months, (a) made more than one late payment of a bill (after the expiration of twenty (20) days from the date of mailing or delivery by the company), (b) paid with a check refused by a bank, (c) been disconnected for nonpayment, or at any time, (d) tampered with the electric meter, or (e) used service in a fraudulent or unauthorized manner.

A minimum of two percent (2%) interest per annum on deposits shall be credited to the current bill annually and when deposits are refunded. Interest of three percent (3%) shall be paid on deposits of non-residential customers after the deposits have been held for twenty-three (23) months and the company elects not to refund the deposits. The deposit interest shall be simple interest in all cases. No customer depositor shall be entitled to receive interest on his deposit until and unless the customer relationship and the deposit have been in existence for a continuous period of six (6) months, then he shall be entitled to receive interest from the day of the commencement of the customer relationship and the placement of deposit.

Upon termination of service, and provided all bills have been paid in full, the deposit and accrued interest may be credited against the final account and the balance if any, shall be returned promptly to the customer within fifteen (15) days after service is discontinued.

Continued to Sheet No. 5.135



Continued from Sheet No. 5.130

At the Residential Customer's option, the Company will verify the Customer's credit through an external credit monitoring service to determine if the customer meets the company's credit-worthiness criteria allowing the security deposit to be waived. This type of credit verification will have no impact on the Customer's credit score.

Continued to Sheet No. 5.140