

RULES AND REGULATIONS

4. Deposit Standards for Residential Customers:

A. The Company may require a deposit or guarantee prior to providing new service or as a condition of continued service. The Company may require a deposit or guarantee as a condition of continued service if:

- (1) The customer has delinquent charges in two (2) out of the last twelve (12) billing periods; or
- (2) The customer has had service disconnected for nonpayment of a delinquent charge or failed to post a required deposit or guarantee.

The Company may require a deposit or guarantee as a condition of new service based upon credit history and worthiness as determined by the Company.

B. In lieu of a deposit, Company may accept a written guarantee. The guarantee shall not exceed the amount of a cash deposit that the Company could request under this section.

C. No deposit, guarantee, additional deposit nor additional guarantee will be required by the Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability or geographical area of residence.

D. Terms of Deposits:

- (1) Deposits shall not exceed the estimated charges for two (2) months' service based on the average bill during the preceding twelve (12) months, or, in the case of new applicants for service, the average monthly bill for new subscribers within a customer class.
- (2) Upon discontinuance or termination of service, the deposit will be credited to the charges stated on the final bill, and any balance will be returned to the customer within twenty-one (21) days of the rendition of the final bill.

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4. Deposit Standards (Cont'd)

D. Terms of Deposits (Cont'd)

- (3) Upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods, guarantors will be released or deposits will be refunded or credited against charges on subsequent bills. Payment of charges will be considered satisfactory if received prior to the date on which the charge becomes delinquent provided the charge is not in dispute. The Company may withhold the refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit. (T)
(D)
- (4) The Company will maintain records of all pertinent information with regard to each deposit held. (T)
- (5) The Company will provide within ten (10) days of a customer request a receipt that contains information pertinent to that deposit. (T)