

Norwich Public Utilities

Security Deposit Guidelines

Individual Homeowners or Tenants

The following security deposit guidelines will be applied to all new individual homeowners or tenants seeking gas, electric, and water and/or sewer services from NPU. For rental properties, all tenants on the lease are evaluated.

Customers with good utility payment history will not be charged a deposit by NPU.

A deposit in the amount of one month's average utility usage is required for a customer with either of the following:

- Poor payment history with any utility as reported by an on-line utility rating service.
- No past utility payment history.

If services are not active at a location, the deposit must be paid prior to scheduling a turn on. If services are active, the customer will have up to two weeks to pay the deposit or set up a payment agreement.

A deposit in the amount of three months' average utility usage is required for a customer who has any of the following:

- Terminated for nonpayment by NPU within the past two years
- An unpaid balance from a previous address of more than \$500
- More than five termination notices from NPU in the past two years.
- Any incidents of meter tampering or theft of service.

Terms and Conditions:

1. Properties located within the City of Norwich Enterprise, Opportunity or Mill Enhancement Zones will be eligible for a 50% reduction on 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 – no penalties or termination notices
 - The account is guaranteed in the name of the individual homeowner or the tenants listed on the lease, 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, Discover or AmEx)
 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 name of the homeowner or tenant 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.