



CUSTOMER DEPOSIT POLICY

A cash deposit is required from customers before Clarksville Connected Utilities (CCU) services can be provided. The amount of deposit is determined according to the class of customer (residential, commercial or industrial) and any circumstance unique to an individual customer such as a poor credit history. Normal deposit fees for residential customers are \$200 for electric, \$25 for water, and \$25 for sewer. A \$50 deposit will be charged for fiber only accounts. Commercial deposits will be an amount equal to one months estimated bill.

A deposit may be waived if the residential customer, who owns their property, has a previous satisfactory credit history with CCU or the customer can present evidence of satisfactory credit (12 consecutive months) with their last electric utility company.

A deposit is refunded to the residential customer who is the property owner upon completion of 12 consecutive months of good credit performance or upon termination of services and settlement of the account. A deposit is refunded to the residential customer who is a renter only upon termination of services and settlement of the account.

In the event a customer who is receiving services without a deposit does not maintain good credit, a deposit may be required before services will be continued.

Under certain circumstances it may be necessary to increase the size of the customer's deposit. These are:

1. If the customer's services must be disconnected for non-payment of charges due.
2. Two or more customers "insufficient funds" checks are returned by the bank to CCU.
3. Misrepresentation by the customer for purposes of obtaining services.
4. Unauthorized or fraudulent use of CCU services or property.

Deposits are due upon application for services. Customers' accounts will require government issued photo ID in order to be processed.

Deposit requirements are not based on customers' income, geographic location or service, family relationship, race, color, creed, religion, sex, marital status, age, public assistance status, or any other arbitrary criteria.

A handwritten signature in blue ink, appearing to read "John Lester", is written over a horizontal line.

John Lester, General Manager