

GLACIER ELECTRIC COOPERATIVE, INC.

POLICY NO. 501
CUSTOMER DEPOSIT FOR GUARANTEE PAYMENT

- I. VERIFICATION. Photo identification must be presented at the time of membership application in order to verify identity.
- II. ESTABLISHMENT OF CREDIT - RESIDENTIAL. If you are a current or past member in good standing, no deposit will be required. However, a new member for residential service may establish credit by demonstrating any one of the following factors:
 - a. If you are a new member Glacier Electric Cooperative will run a credit report through 3rd party system.
 - b. A guarantor may be acceptable under certain circumstances.
- III. ESTABLISHMENT OF CREDIT - NONRESIDENTIAL. (1) An applicant for nonresidential service may be required to demonstrate that it is a satisfactory credit risk by reasonable means appropriate under the circumstances.
- IV. DEPOSIT REQUIREMENTS. (1) A deposit may be required under the following circumstances:
 - a. Where the applicant has failed to establish and maintain a satisfactory credit history as outlined above.
 - a. In any event, a deposit shall be required when the consumer's service has been disconnected for failure to pay amounts owing, when due; or where there is an unpaid, overdue balance owing the cooperative.
 - b. Initiation or continuation of service to a residence where prior customer still resides and where any balance for such service to that prior customer is past due and owing.
- V. PROHIBITED STANDARDS FOR REQUIRING CASH DEPOSIT OR OTHER GUARANTEE FOR RESIDENTIAL SERVICE.
 - a. The cooperative shall not require a cash deposit or other guarantee as a condition of new or continued service based upon commercial standards (except as provided in these rules), income, home ownership, residential location, race, color, creed, sex, age, national origin, disability, or any other criteria not authorized by these rules. This rule does not prohibit the cooperative from ensuring that agreements with customer's who may be incompetent, such as minors, are made in such a manner, and with such persons, as to be legally binding.
- VI. AMOUNT OF DEPOSIT.
 - a. In instances where a deposit may be required by the cooperative, the deposit for residential customers with gas heat shall be **\$400.00**, for residential customers with electric heat shall be **\$600.00**; a deposit of not more than 25 percent of the estimated

annual billing may be required of applicants for non-residential service.

VII. TRANSFER OF DEPOSIT.

- a. Where a customer of whom a deposit is required transfers his service to a new location within the cooperative's service area, within the State of Montana, the deposit, less any outstanding balances, shall be transferable and applicable to the new service location.

VIII. INTEREST ON DEPOSITS.

- a. Deposits shall not accrue interest.

IX. REFUND OF DEPOSITS.

- 1) Deposits, if any, shall be refunded under the following circumstances and in the following form:
 - a. Satisfactory Payment: Where the customer requests the refund, and has for 12 consecutive months paid for service when due in a prompt and satisfactory manner.
 - b. Termination of Service: Upon termination of service the cooperative shall return to the customer the amount then on deposit less any amounts due the cooperative by the customer for service rendered, after final billing cycle.
 - c. Refunds – How Made: Any deposit, shall be refunded to the customer in the form of a check issued and mailed to the customer no more than 30 days following the next billing cycle, Or as a bill credit if the member has an active account.

X. RECORD OF DEPOSITS.

- 1) Each customer posting cash deposit shall receive in writing at the time of tender of the deposit a receipt as evidence thereof, which contains the following minimum information.
 - a. Name of customer
 - b. Place of payment
 - c. Date of payment
 - d. Amount of payment

XI. UNIFORM APPLICATION.

- a. The cooperative shall apply deposit standards uniformly as condition of utility service to each class of customer.

Approved Date: September 25th, 2024

President: Jim Taylor

Signature: _____

