

Mapleton City

Utility Deposit Policy

Approved 2/21/2012

Purpose: To provide a policy to administer the collection of deposits on utility accounts in a fiscally responsible manner.

Procedure: A customer or entity desiring to purchase City utilities shall make application with the Finance Department and furnish the necessary information required, as determined by the Finance Department, to establish an account and ensure timely payments of utility bills. A customer applying for a utility services account will be required to pay a deposit. The minimum deposit for each residential utility service account shall be \$150.00 for both owner occupied dwellings and renters.

A customer with an owner occupied account shall be credited the full \$150.00 after they have demonstrated a record of timely and complete payments of amounts billed for one (1) continuous year. The account will be reviewed after (12) months. If within that time, you have met the qualifications, the deposit will be credited to your utility account.

Renters may receive the full \$150.00 credited to their utility account after three (3) years if the last twelve (12) months of the three (3) year period shows a good payment history.

Deposits may only be applied to the unpaid balance amount on current or recently terminated accounts. Renewal of deposits applied to closed-out accounts may be required as a condition of reconnection of utility service.

The department may accept a guarantee in lieu of the customer deposit required in the policy subject to the following:

1. The guarantor must have a recent, verifiable record of two (2) continuous years of timely and complete payments to Mapleton City for utility service.
2. The guarantor must agree in writing to pay all obligations incurred by the named purchaser for utility services, and for charges to disconnect and reconnect if the same are not paid when due by the purchaser.
3. The guarantor may withdraw his/her guarantee by giving fifteen (15) calendar days written notice and by paying the unpaid obligations of the purchaser through and including the notice period.
4. The guarantor must have an active utility service account with Mapleton City and agree in writing to allow Mapleton City to transfer any unpaid amounts to the guarantor's active account should the purchaser fail to pay the unpaid balances when requested to do so by Mapleton City.