

A closer look at...

NPPD's Customer Deposit Policy

Residential Customers

A \$225 deposit is required for residential service unless you meet one of the following conditions:



- You are a current NPPD customer with a satisfactory payment record.
- You supply NPPD with a current, written credit reference letter from any U.S. utility indicating a satisfactory payment history. Credit reference letters must appear on the utility's letterhead and include service provided within the past 12 months.
- You own the residence in which you are requesting service.

Deposits may be paid in two installments. The first installment is due at the time service is requested. The second is to be paid in full with your first bill. NPPD holds residential deposits for a minimum of one (1) year. If an excellent credit rating is maintained for 12 consecutive months, your deposit, including interest, will be applied to your account.

Customer's will have the option of paying a deposit of \$125 if they agree to enroll in automated bank draft for 12 consecutive months.

Non-Residential Customers

A deposit is required on each account for all new, non-residential customers.



The deposit is equal to two times the highest estimated monthly bill, but not less than \$225.

Deposits are also required for any current, non-residential customer meeting one or more of the following conditions:

NPPD holds non-residential deposits a minimum of four (4) years. If a satisfactory credit rating is achieved for 12 consecutive months of the third year, your deposit, including interest, will be applied to your account.

In some cases, a surety bond, irrevocable letter of credit, acceptable Dunn & Bradstreet rating and/or audited financial statement may be accepted in lieu of a deposit.

Residential and Non-Residential Customers

If you request electric service and have an overdue NPPD account, payment of your outstanding balance (in addition to a deposit and connection fee) is required prior to service connection.

Should your payment record become unsatisfactory, NPPD has the right to require a minimum deposit of \$225. An unsatisfactory payment record consists of:

- 1) Collection at the premises
- 2) Disconnect for non-payment
- 3) Previous outstanding balance
- 4) Bankruptcy filing
- 5) Returned payment

**Questions? Call toll-free
1-877-ASK-NPPD**
or visit us online at
www.nppd.com