

A look at...

NPPD's Customer Deposit Policy

Residential Customers

A \$150 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 from any U.S. utility indicating a satisfactory payment history. Credit references 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.

Should your payment record become unsatisfactory, NPPD has the right to require a deposit up to two times your highest monthly billing, but not less than \$150. An unsatisfactory payment record consists of:

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

Deposits may be paid in two equal 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. As a residential customer, if you achieve an excellent credit rating for 12 consecutive months, your deposit, including interest, will be applied to your account.

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 \$150.



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

- An unsatisfactory payment record with NPPD
- A previous outstanding balance
- Bankruptcy filing

NPPD holds non-residential deposits a minimum of three (3) 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.

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.

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.

Questions? Call toll-free

1-877-ASK-NPPD

or visit us online at
www.nppd.com