



As of November 1, 2008, a 'Security Deposit' shall be required for all new customer accounts as well as existing customer accounts with arrears and desire to move from one location to another within the TMLP system territory. Such security deposits shall be paid in full prior to service being activated. The Security Deposit value is **\$250 for “Non-Electric Heat”** accounts and **\$400 for “Electric Heat”** accounts.

A summary of the residential security deposit policy is as follows:

- Deposits will be collected in the form of cash, check or credit card payments. Cash and Credit Card payments are processed for next business day service, subject to schedule availability. Electric service will be withheld for seven (7) business days for all Check deposit payments. A returned check fee will be charged to the Customer.
- Collection of security deposit value can be withdrawn if:
 - Recorded owner of property is identical to the residential service account holder. Proof of ownership will be the responsibility of the customer requesting service.
 - Existing customer with excellent payment history (no arrears).
 - New customers with proven excellent payment history with other utilities
- Security Deposit will remain on the account for a period of time so long as account is active. Security deposit will be returned with interest after account is closed and all arrears to TMLP are paid in full.

For any questions or to request a copy of the complete residential security deposit policy, please contact a Customer Care representative at (508) 824-6976