



Policy Number: 6230
Policy Title: Deposits

1. Deposit Criteria

- 1.1. Where water service has been discontinued for nonpayment of bills, a deposit is required on the account before the service is restored.
- 1.2. A deposit is required on accounts that are tenant occupied and billed in care of a tenant per an owner/tenant billing agreement.
- 1.3. A deposit is required on accounts that are in foreclosure activity and billed in care of a real estate agent per a real estate owned/lender billing agreement.
- 1.4. The District may waive the requirement to have a deposit on an account where the customer (property owner, tenant or agent) has established good payment history with the District, generally one (1) year.

2. Deposit Amount

- 2.1. The deposit amount is determined and approved during the annual budget process and is listed in the annual budget fee schedule.
- 2.2. Interest collected on the deposit will be posted as miscellaneous income and is not refunded to the customer.

3. Deposit Application

- 3.1. Where an account with a deposit has become delinquent for more than 28 days, the District may apply the deposit to the account balance, and will notify the customer of such application. The District will apply the delinquent amount owed or the entire deposit amount, whichever is less. Water service may be disconnected if the account is not paid current and the deposit restored.

4. Deposit Duration

- 4.1. The customer may make a written request for a refund of the deposit after one year of timely payment. The deposit will be refunded without interest to the customer within thirty (30) days upon approval by the General Manager.
- 4.2. Where there has been a change in ownership of the property, causing the account to become inactive, the deposit will be refunded without interest to the customer upon payment of all rates and fees owed to the District by the customer.
- 4.3. The deposit will remain on the account for the duration of any owner/tenant (or) real estate owned/lender billing agreement.

4.4. Deposits that are unclaimed will be processed in accordance with state regulations.