

CITY OF CANTON

UTILITY DEPOSIT POLICY

Purpose

To provide a policy to administer utility deposits in a fiscally responsible manner

Utility Deposit

- A utility deposit is required to establish water, sewer, sanitation, and/or stormwater service with the City of Canton Utility Billing Department (UBD) for all accounts other than residential owner-occupied accounts;
- The utility deposit will be held by the UBD, in the name of the customer, for the duration of service, with the following exception:
 - Existing property owners of residential accounts as of the date of adoption of this policy who currently have a deposit on file are eligible to receive a refund of their utility deposit, in the form of an account credit, upon request by application and who can demonstrate one year of account activity without the occurrence of assessed penalties and/or returned payments for non-sufficient funds;
- Interest will not be paid on the utility deposit;
- Upon final discontinuance of service, the UBD will refund the customer's available utility deposit, less any amounts owed for utility service;
- Residential owner-occupied accounts that were not initially required to remit a deposit, or customers who have had their deposits previously applied to their accounts, may be required to submit a utility deposit should their account become delinquent or otherwise ineligible for a deposit refund;
- Utility deposit rates are as follows:

Account Status	Deposit Amount
Residential Accounts: Property Owners	\$ 0.00
Residential Water/Sewer Accounts: Tenants	\$ 100.00
Commercial Accounts	\$ 100.00
Sanitation Only Accounts: Tenants	\$ 50.00

Transfer of Service

Residential property owners that have previously held accounts with the UBD, with acceptable payment history, will not be required to submit a deposit upon transferring service or opening a new account.

Discontinuance of Service

Utility deposits will be applied to outstanding balances on accounts either voluntarily or involuntarily closed. The excess of utility deposit funds over accrued balances will be refunded to the customer by standard mail.

Unclaimed Utility Deposits

Unclaimed utility deposits will remain on file, in the customer's name, with the UBD until such time as legally mandated by the unclaimed property division of the Georgia Department of Revenue.