



## Utility Deposits: What Residential Customers Need to Know!

The City of New Bern is providing this information to help customers understand our business practices regarding utility deposits, delinquencies, payment arrangements and late payments. We've also listed two programs below that are designed to help customers lower their utility deposit, save money, and seek financial assistance if they qualify. If you have further questions, please visit one of our customer service representatives at the Utility Business Office, located at 606 Ft. Totten Drive, or call us at (252)639-2750. Customer service representatives are available from 8 a.m. – 5 p.m. Monday through Friday to assist customers. Other meeting times outside established business hours or via online/telephone are available per request. This information is also posted on our website at [www.newbernnc.gov](http://www.newbernnc.gov). Please follow us on Facebook, Instagram & Twitter for additional information and City news.

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### Customer Focused Initiatives News



The Board of Aldermen recently approved additional non-retroactive updates effective July 1, 2018 for those needing help with their deposits and other utility related assistance for those in need. (★ Updates indicated with red stars.)



The City of New Bern offers [New Bern CONNECTS](#), a series of programs designed to help customers save money and engage the community to help our neighbors in need. The Round Up program invites customers and other organizations to voluntarily 'round up' their utility bills to the next dollar, with the remainder going into a program fund to assist customers in financial need. One time and corporate donations are also accepted.



The [Load Management Rewards](#) program helps customers save money on their bills and receive load management credits by limiting peak demand for electricity. Customers who participate in Load Management Rewards can save up to \$110 or more each year and may qualify for a reduced deposit. Call a customer service representative to find out more at (252)639-2750.

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#### Are deposits required for all accounts? Can the deposit be waived?

- For new or transfer customers - deposits are required for all accounts, but are waived if one of the following criteria is met:
  - You have good credit
  - You have good payment history from another utility
  - You add a co-signer to the account who is a City customer & has good credit
- For existing customers –
  - Deposit required at any time if you meet any of the following criteria:
    - 2 or more delinquent actions in a 12 month period
    - Require more than one payment arrangement for overdue amounts in City's current fiscal year (July 1 through June 30). Arrangements can be billed on subsequent statements. Please note penalties and other fees can be avoided by contacting us for further assistance before billed balances are due. ★
    - Present insufficient funds for payment (bad checks etc.) more than once in City's current fiscal year (July 1 through June 30) ★
    - Utility fraud/tampering
  - Deposits may continue to be waived by adding a co-signer to the account who is a City customer & has good credit.

What is the amount of my residential deposit?

- Deposits are no more than:
  - The 2 highest bills in the last 24 months at the service location.
  - 2 times the average bill in the last 12 months for [New Bern Connects Load Management](#) customers.
  - The maximum amount of \$500 as adopted by the Board of Aldermen on June 12, 2018. ★

What does the City do with my deposit?

- All deposits belong to the customer, are held in safe keeping, and are NEVER spent by the City. Customer deposits go towards their respective outstanding billings when the customer account is closed. Any remaining credit is promptly refunded to the customer.

Is the full deposit required now?

- Customers can pay the full deposit immediately when due. If you are facing challenges in paying your deposit, our staff can assist in connecting you with local help agencies who may be able to assist. Options to pay the deposit in periodic installments over a 4 billing statement time span are available. New Service Applicants must pay at least 50% of the deposit when establishing their account and any remainder will be billed as installments on subsequent billing statements. No other payment arrangements are permitted until the deposit is paid in full. Customers are asked to visit our Utility Business Office at the address and times noted to initiate this arrangement. ★

How do I get my deposit refunded while my account is still active?

- The City will refund 100% of your deposit after 18 months of excellent payment history if:
  - You have no delinquent payments
  - You have no payment arrangements
  - You have no more than 2 late payments
  - You have not presented insufficient funds for payment
  - You have not committed utility fraud/tampering

Does the “18 months of excellent payment history” begin immediately or after the deposit is paid in full?

- It begins after the deposit is paid in full.

Is my deposit refund applied to my account balance?

- Yes, or if you choose, the City can write you a check. Checks are distributed 1-2 times per month.

Am I paid interest on my deposit?

- No.

When is my payment considered late? When am I considered delinquent?

- Your payment is considered late between the due date on the bill and 10 days after. During this 10 day period you will be charged a 5% late fee. This 5% late fee is assessed on your next bill.
- Your payment is considered delinquent on the 11<sup>th</sup> calendar day after the due date on the bill. At this point, you will be charged \$30, and you will be subject to service interruption, deposit increase, and additional fees for service reconnection. All fees associated with delinquent payments will be assessed on your next bill.

	New Bern	Washington	Kinston	Greenville
Residential payment arrangements per year.	<b>4</b>	4	3	1
Residential deposit waiver option?	<b>Yes</b>	Yes	Yes	Yes