

ELECTRIC SERVICE REGULATIONS



RATES AND REGULATIONS

PART IV: ELECTRIC SERVICE REGULATIONS

Adopted by the Board of Directors

Effective August 1, 2026

Rates and Regulations Resolution BR26-24

ELECTRIC SERVICE REGULATIONS**3.18 Consumer Deposits**

- a. CORE may require a cash deposit in the amount of an estimated ninety (90) day bill. A non-cash deposit in the form of a bank issued letter of credit, insurer's bond, or other form of surety may be submitted and accepted upon review and approval of CORE. Consumer must replace any alternative form of surety prior to its expiration, unless, for accounts subject to residential service only, CORE's records show that the Consumer has a consecutive twenty-four (24) month record with no past due amounts appearing on the monthly statement. Such deposit may be in addition to any advance, contribution, or guarantee provided for in the Extension Regulations. Deposits for accounts subject to residential service will be refunded after CORE's records show that the Consumer has a consecutive twenty-four (24) month record with no past due amounts appearing on the monthly statements. Deposits for accounts subject to non-residential service will be refunded upon termination of service. Cash deposits will be charged on the first billing statement issued and must be paid in full by the due date shown on the billing statement.

Deposits will be required as follows:

1. A Consumer who receives or has previously received service from CORE within the past 48 months will be required to make a deposit of an estimated ninety (90) day bill only if the Consumer has not made timely and complete payments throughout the most recent ~~twelve (12)~~twenty-four (24) months in which the Consumer has received service from CORE.
 - a. Residential Consumers who have had a completed bankruptcy or write-off with CORE within the past ten (10) years, as reflected in CORE's customer information system (CIS) will be required to make a cash deposit.
 - ~~a.b.~~ Residential Consumers who have not made timely and complete payments or who have either bankruptcy or write-off may have the cash deposit waived by enrolling in CORE's pre-paid billing plan and continuous participation for at least 12 months.
2. Consumers that have not established a previous payment record with CORE will be required to make a deposit of an estimated ninety (90) day bill. If an estimate of 90 days cannot be determined, CORE will estimate a minimum deposit amount based on typical usage for the service type.
 - a. Residential Consumers who have not established a previous payment record within the past 48 months may qualify for a waiver of the required cash deposit under any of the following conditions:
 - ~~—Demonstrated prior good payment history with CORE as described in this article 3.18.a.1~~
 - i. Agreement to a credit check resulting in a satisfactory credit rating.
 - ii. Enrollment in CORE's prepaid billing plan and continuous participation for at least twelve (12) months.
 - iii. Enrollment in CORE's AutoPay program and continuous participation for at least twelve (12) months.

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~~2.3.~~ An Applicant for residential electric service who is widowed by or divorced from a CORE Consumer shall be deemed to have a satisfactory credit record with CORE and shall not be required to make a Deposit, provided the following conditions are met:

- a. The former spouse maintained a satisfactory credit record with CORE during the most recent ~~twelve (12)~~ twenty-four (24) consecutive months of service.
- b. The Applicant, upon CORE's request, provides reasonable documentation confirming the prior relationship, such as a marriage certificate or other legal verification acceptable to CORE.

~~Applicants who do not meet the above criteria may still qualify for a deposit waiver as described below in section 3.18.6.~~

~~3.4.~~ If an account is disconnected for nonpayment, if the Consumer's CORE internal credit assessment exceeds 68, or if the Consumer's usage increases from the historical usage at the location by more than 100%, CORE may require a new or additional deposit. If the deposit is imposed or increased based on usage, it will be based on the increased usage. The new or increased deposit shall be subject to refund after twenty-four (24) months from the latest deposit payment date as provided in subsection 3.18.a.

~~4.5.~~ Consumers establishing temporary service equal to or greater than 1,000 kVA.

~~5. Residential Consumers may qualify for a waiver of the required cash deposit under any of the following conditions:~~

- ~~a. Demonstrated prior good payment history with CORE as described in this article 3.18.a.1~~
 - ~~b. Agreement to a credit check resulting in a satisfactory credit rating.~~
 - ~~c. Enrollment in CORE's prepaid billing plan and continuous participation for at least twelve (12) months.~~
 - ~~d. Enrollment in CORE's AutoPay program and continuous participation for at least twelve (12) months.~~
6. A Consumer electing to terminate enrollment in either the prepaid billing plan or AutoPay program prior to completing twelve (12) months of continuous enrollment shall be required to make a deposit as described in this article 3.18.a. For Consumers in the prepaid billing plan, any prepaid balance remaining after settlement of any amounts due under the prepaid billing plan shall be applied toward the deposit. Re-enrollment in either program will not negate the deposit requirement once triggered.