

### Schedule "A" to By-Law No. 2009-209

#### Security Deposits - Water

1. Security Deposits shall be required from the following Customers:
  - a) All Residential tenant customers who have not established a good payment record over two consecutive years with Belleville Water
  - b) All Residential tenant customers who are unable to provide satisfactory proof that they have a good payment record over two consecutive years with another utility.
  - c) All Residential customers who have a poor payment record with Belleville Water or from whom collection of future charges cannot be reasonably assured.
  - d) All General Service tenant customers who have not established a good payment record over three consecutive years with Belleville Water. With respect to this section, the following entities will be exempt:
    - Federal, Provincial and Municipal governments
    - Chartered Banks and Trust Companies
  - e) All General Service customers who have a poor payment record with Belleville Water or from whom collection of future charges cannot be reasonably assured.
  - f) All Bulk Water hauler customers who have not established a good payment record over three consecutive years with Belleville Water.
  
2. Security Deposits shall be in the form of cash, negotiable face-value securities issued by Governments, Chartered Banks or Trust Companies, or Irrevocable Letters of Credit from a Chartered Bank in a form acceptable to Belleville Water.
  
3. For Residential Customers, the Security Deposit shall be as shown in Schedule "B".
  
4. For General Service Customers, the amount of the Security Deposit shall be equal to the estimated bill for two billing periods. Where the customer has experienced a delay in making payments, the foregoing amount may be increased to ensure adequate security to Belleville Water.
  
5. a) The following system will be used to evaluate a customer's payment record:

Action	Demerit Points
Reminder Notice	1
NSF Cheque	2
Final Notice	3
Disconnection of Water Service	4

b) A good payment record is defined as follows:

<b>Residential</b>	No more than 6 Demerit Points accumulated over 2 consecutive years
<b>General Service – monthly billing</b>	No more than 18 Demerit Points accumulated over 3 consecutive years
<b>General Service – bimonthly billing</b>	No more than 9 Demerit Points accumulated over 3 consecutive years

6. Simple interest will be earned on all security deposits of \$100.00 or more, except those held for a period of six months or less. Interest on cash deposits will be paid at the time the deposit is refunded or applied to the account. The annual rate of interest will be reviewed and revised by Belleville Water from time to time.
7. Security deposits will be reviewed each billing cycle and those customers with a good payment record with Belleville Water, for the period defined below, will be returned:

<b>Residential</b>	The last consecutive 2 year period
<b>General Service</b>	The last consecutive 3 year period

8. Where the customer has not maintained a good payment record, the deposit will be held, and, in the event the customer discontinues services with Belleville Water be applied to the final account.