




**Board of Commissioners
Agenda Item Transmittal Form
Policy Transmittal Form**

Type of Request: Revision to Customer Deposit Policy #2004-1-15		County Clerk Use Only Policy #:
<input type="checkbox"/> Submission Information		<input type="checkbox"/> Information
Contact Name: Terrell Gibbs Department: Rockdale Water Resources		Summary of Request: RWR has been approached over the years by customers asking why they have to pay a deposit if they typically have a good pay history with all utility bills. This deposit policy revision addresses this as well as updates the deposit policy based on current trends. (See comment section)
<input type="checkbox"/> Department Director /Elected Official Signature		<input type="checkbox"/> Chief of Staff Signature
I have reviewed the attached, and it is approved as to substance.		I have reviewed the attached, and it is approved for processing.
Signature:  Date: 4/23/19		Signature: _____ Date: _____
<input type="checkbox"/> County Attorney Signature		<input type="checkbox"/> Director of Legislative Affairs/County Clerk Signature
I have reviewed the attached, and it is approved as to form.		I have reviewed the attached, and it is approved for processing.
Signature: _____ Date: _____		Signature: _____ Date: _____

Notes and Comments:
 Rockdale County Water Resources Customer Deposit Policy Revisions Intent is as follows:

- a. Revise outdated deposit policy
- b. Utilize a soft inquiry using On-line Utility which will in some cases allow for "no" deposit
- c. Shorten compliance period to receive deposit credit (12 months vs. 24 months) and review customers monthly
- d. Address customers with no valid state issued ID by refunding deposit after account is terminated
- e. Minimize checks processed by Finance due to some customers "not" having to pay deposit, crediting to account after 12 month compliance period or only applying deposit to final bill for non-residential accounts being terminated

2019-245

ROCKDALE COUNTY WATER RESOURCES
CUSTOMER DEPOSIT POLICY REVISION TO
INSURE FINANCIAL STABILITY

4-23-2019

Purpose

To replace Deposit Policy #2004-1-15, by amending the Customer Deposit Policy required for water and/or sewer services to be provided by Rockdale County Water Resources and to ensure the continued financial stability of Rockdale County's Water Enterprise Fund.

Residential Deposit Requirements Policy

- Deposits for residential customers will be determined by a soft inquiry which doesn't negatively impact the customers' credit.
- Depending on inquiry either no deposit will be required or standard deposit per RWR Rate Schedule.
- If any customer is on the disconnect list due to non-payment, the customer will be required to pay a deposit or and additional deposit in addition to making a payment for disconnect fee. Also, a customer is required to pay all past due bills for the account is considered current.
- Deposit for customers with no valid state issued picture ID and social security number will be refunded only after account is terminated.
- This policy doesn't apply to any resident participating in the Landlord Agreement Program.

Residential & Non-Residential Deposit Rates

- Deposit rates for Residential & Non-Residential Accounts follow the Water & Sewer New Service Deposit resolution approved by the BOC which is determined by meter size.

Residential Deposit Credit/Refund Policy

- Residential Customer deposits will be reviewed monthly to determine if no penalties, no service disconnections and no returned instruments have occurred on account within a 12-month period. If account has a good pay history for 12 months the deposit will be applied to account.
- After an initial 12 months of continuous service and a deposit wasn't credited due to penalty, returned check or disconnection, only after 12 consecutive months of good pay history can a deposit be applied to account.
- All Residential accounts qualifying for deposit credit will be applied to account.
- If terminating account, deposit will be applied to final bill, so any remainder will be refunded and mailed to forwarding address provided by customer.
- If no valid state issued picture ID and social security number, a deposit refund will only be process when an account has been terminated. Deposit will be applied to final bill, so any remainder will be refunded and mailed to forwarding address provided by customer.

Non-Residential Deposit Credit/Refund Policy

- Non-Residential deposit refunds will be applied to account only after terminating service and if a balance occurs a check will be processed and forwarded to address provided.

This _____ day of _____, 2019.

**Rockdale County, Georgia
Board of Commissioners**

By: _____
Osborn Nesbitt, Sr., Chairman

By: _____
Sherri L. Washington, Commissioner Post I

By: _____
Dr. Doreen Williams, Commissioner Post II

Attest:

By: _____
Jennifer Rutledge, County Clerk

Approved as to form:

By: _____
M. Qader A. Baig, County Attorney