

Residential Service

A security deposit is required from all new Residential customers. The amount of the deposit to be provided to *ENWIN* shall be calculated as the monthly average historical billing within the most recent 12-consecutive-month period prorated to 60 days, or the monthly average billing within the Residential rate class prorated to 60 days, with no distinction between tenants or owners.

A security deposit may be reduced or waived upon request with provision of a satisfactory credit check (at the customer's expense) as determined at the sole discretion of *ENWIN*, or with the provision of a letter from another electricity or gas distributor confirming a good payment history of 12 months where this history has occurred in the previous 24 months.

A deposit will also be required of an existing residential customer upon loss of their established record of good payment status. Loss of good payment status is defined as: receipt of more than one disconnection notice; more than one NSF payment; or a Disconnect/Collect trip where these events have occurred within the last 12-month period. Should this occur, the customer would be subject to the maximum-security deposit calculation.

A Residential rate class customer will qualify for refund of their security deposit when one consecutive year of good payment history has been achieved.

General Service (<50 kW Demand)

A security deposit is required from all new General Service <50kW customers. The amount of the deposit to be provided to *ENWIN* shall be calculated as the monthly average historical billing within the most recent 12-consecutive-month period prorated to 60 days, or the monthly average billing within the General Service <50kW rate class prorated to 60 days, with no distinction between tenants or owners.

A security deposit may be reduced or waived upon request with provision of a satisfactory credit check (at the customer's expense) as determined at the sole discretion of *ENWIN*, or with the provision of a letter from another electricity or gas distributor confirming a good payment history of 60 months and some of this history must have occurred in the previous 24 months.

A deposit will also be required of an existing General Service <50 kW customer upon loss of their established record of good payment status. Loss of good payment status is defined

as: receipt of more than one disconnection notice; more than one NSF payment; or a Disconnect/Collect trip where these events have occurred within the last 60-month period. Should this occur, the customer would be subject to the maximum-security deposit calculation.

A General Service <50k@ rate class customer will qualify for refund of their security deposit when 60 consecutive months of good payment history has been achieved.

General Service (>50 kW Demand) and Intermediate Use

A security deposit is required from all new General Service >50kW and Intermediate Use customers. The amount of the deposit to be provided to *ENWIN* shall be calculated as the monthly average historical billing within the most recent 12-consecutive-month period prorated to 60 days, or the monthly average billing within the General Service >50kW rate class or Intermediate Use rate class prorated to 60 days, with no distinction between tenants or owners.

A security deposit may be reduced or waived upon request with a satisfactory credit check (at the customer's expense) as determined at the sole discretion of *ENWIN*, or with the provision of a letter from another electricity or gas distributor confirming a good payment history of 84 months and some of this history must have occurred in the previous 24 months.

Waiver or reduction of a requested security deposit may also be attained where a credit rating from a recognized credit rating agency has been obtained at the customer's expense. Allowable reductions will be calculated, by credit rating, as stated in Section 2.4.13 of the Ontario Energy Board's Distribution System Code.

A deposit will also be required of an existing General Service >50kW Customer or Intermediate Use Customer upon loss of their established record of good payment status. Loss of good payment status is defined as: receipt of more than one disconnection notice; more than one NSF payment; or a Disconnect/Collect trip where these events have occurred within the last 84 month period. Should this occur, the customer would be subject to the maximum-security deposit calculation.

A General Service >50kW rate class customer or an Intermediate Use rate class customer will qualify for a refund of their security deposit when 84 consecutive months of good payment history has been achieved.

Large Use

A security deposit is required from all new Large Use customers. The amount of the deposit to be provided to *ENWIN* will be calculated as the monthly average historical billing within the most recent 12-consecutive-month period prorated to 60 days or the average monthly billing within the Large Use rate class prorated to 60 days, with no distinction between tenants or owners.

Large Use customers may secure a waiver or reduction of a requested security deposit through the provision of a credit rating from a recognized credit rating agency, which has been obtained at the customer's expense. Allowable reductions will be calculated, based upon attained credit rating, as stated in Section 2.4.13 of the Ontario Energy Board's Distribution System Code.

A deposit will also be required of an existing Large Use rate class customer upon loss of their established record of good payment status. Loss of good payment status is defined as: receipt of more than one disconnection notice; more than one NSF payment; or a Disconnect/Collect trip where these events have occurred within the last 84 month period. Should this occur, the customer would be subject to the maximum-security deposit calculation.

Without the provision of a credit rating stating otherwise, *ENWIN* will return a maximum of 50% of the paid deposit when 84 consecutive months of good payment history has been achieved.

If it is determined, upon annual review, that the maximum amount of the security deposit should be adjusted upwards, this amount will be come payable as of the due date of the customer's next regular bill.

Payment of Deposit:

Residential Customer Rate Class:

Payment of a security deposit shall be cash or cheque, at the discretion of the customer, and may be paid in instalments over a 4-month period.

Non-Residential Customer Rate Class:

Payment of a security deposit shall be cash, cheque or an automatically renewing, irrevocable letter of credit from a bank at the discretion of the customer. A customer may provide a security deposit in equal installments paid over a 4-month period.

Maximum Security Deposit Calculation:

EnWin may use the customer's highest actual or estimated monthly load for the most recent 12-consecutive-months within the past 2 years, or the bill cycle factor multiplied by the estimated bill based on the customer's average monthly load during the most recent 12 consecutive months within the past 2 years.