

Utility Deposits

Utility providers may require a deposit to begin service if you cannot meet certain credit standards. The amount of the security deposit varies from company to company.

Did You Know?

Information about your employment, record of prior utility service and income may be requested to allow the utility company to determine whether or not a security deposit will be required.

Continued Service

A utility may require a deposit as a condition of continued service if:

- The service of the customer has been discontinued by the utility for nonpayment of a past due account;
- The customer tampered with or illegally received the service of the utility; or
- The customer has failed to pay an undisputed bill on or before the delinquent date for five billing periods out of 12 consecutive monthly billing periods, or two quarters out of four consecutive quarters.

New Service

A utility may require a deposit as a condition of new residential service if:

- The customer has an unpaid bill within the last five years and, at the time of the request for service, that bill remains unpaid and is not being challenged;
- The customer has tampered with or illegally received the service of a utility within the last five years; or
- The customer is unable to establish an acceptable credit rating under standards filed with and approved by the Commission.

What if You Can't Pay the Deposit?

If you are unable to pay the full deposit, you may request to pay it in installments. Deposits are refunded or credited with accrued interest once satisfactory payment of all undisputed bills during the last 12 billing periods or four consecutive quarters has been met or if you close your account. Some companies accept a written guarantee of payment by an existing customer with good credit instead of a cash deposit.

Note: Deposit policy and amount due may vary by utility company.

For More Information

The Missouri Public Service Commission (PSC) regulates investor-owned water, sewer, natural gas, electric and steam utilities. The PSC also has limited jurisdiction over telecommunications providers in Missouri. The PSC works to ensure Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related issue that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **psc.mo.gov**.



Missouri Public Service Commission

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