

Chapter 480-70 WAC Solid Waste and/or Refuse Collection Companies

WAC 480-70-411 Establishing credit and deposits. Prepayments made to secure temporary drop-box service are not subject to the provisions of this rule. Refer to WAC 480-70-416 for provisions related to prepayments.

(1) **Establishing credit - residential service.** A company ~~must~~ may not collect a security deposit if an applicant for residential service can establish satisfactory credit by any one of the following:

(a) The applicant had prior service with the company or another solid waste collection company for at least six of the twelve months before the application date and:

(i) Service was not canceled for nonpayment;

(ii) The customer received no more than one delinquency notice; and

(iii) References with the other company (if applicable) ~~can~~ may be quickly and easily be checked. ~~A~~ The company may request that the references from the previous company be in writing.

(b) The applicant had consecutive employment during the prior twelve months with no more than two employers and is currently employed or has a regular source of income.

(c) The applicant owns or has a legal interest in the premises being served.

(d) The applicant can furnish a satisfactory guarantor who will be responsible for payment of solid waste bills in the event of cancellation or default by the customer, in a specified amount, not to exceed the amount of the ~~required~~ cash deposit required.

(e) The applicant personally produces at the company's business office two major credit cards, or other credit references that the company ~~may~~ can quickly and easily check, that demonstrate a satisfactory payment history.

(2) **Establishing credit - commercial service.** ~~An~~ A company may require an applicant for commercial service ~~may be required~~ to demonstrate that ~~it~~ the applicant is a satisfactory credit risk by reasonable means appropriate under the circumstances.

(3) **Deposit requirements.** A company may require a deposit ~~when if:~~

(a) The applicant has failed to establish a satisfactory credit history as outlined in subsections (1) and (2) of this section;

(b) The applicant's service from another solid waste company was canceled for failure to pay amounts owing when due during the twelve months before the application date;

(c) The applicant has an unpaid, overdue balance owing for similar service from the solid waste company to which application is being made or from any other solid waste company;

(d) Two or more delinquency notices have been served on the applicant by any solid waste company during the prior twelve months; ~~and~~ or

(e) The application is ~~to begin or continue~~ for beginning or continuing service to a residence where a prior customer still lives and owes a past due bill to the ~~solid waste~~ company.

(4) ~~Amount of deposit~~ **Deposit amount.** Deposits required for a customer or location must not exceed:

Company billing period:

Monthly

Maximum deposit

amount allowed:

~~Two twelfths of the~~

~~estimated annual~~

~~billing~~

Bimonthly

~~Three twelfths of the
estimated annual billing~~

~~Trimonthly (quarterly)~~

~~Four twelfths of the
estimated annual
billing.~~

~~(a) Two-twelfths of the estimated annual billings for companies billing monthly;~~

~~(b) Three-twelfths of estimated annual billings for companies billing bimonthly;~~

~~(c) Four-twelfths of estimated annual billings for companies billing trimonthly.~~

(5) **Transfer of deposit.** When a customer moves to a new address within the company's service territory, the deposit, plus accrued interest, less any outstanding past-due balance owing from the old address, must be transferred to the new address or refunded.

(6) **Interest on deposits.** ~~Interest on deposits collected from applicants or customers must:~~

~~(a) Accrue at the rate calculated as a simple average of the effective interest rate for new issues of one year treasury bills, computed from December 1 of each year, continuing through November 30 of the following year. The commission will advise the water company each year of the specific rate by mail.~~

~~(b) Earn the calculated interest rate during January 1 through December 31 of the subsequent year.~~

~~(c) Be computed from the time of deposit to the time of refund or total application of the deposit and must be compounded annually.~~

Companies that collect customer deposits must pay interest on those deposits calculated:

(a) For each calendar year, at the rate for the one-year Treasury Constant Maturity calculated by the U.S. Treasury, as published in the Federal Reserve's Statistical Release H.15 on January 15 of that year. If January 15 falls on a non-business day, the company will use the rate posted on the next following business day; and

(b) From the date of deposit to the date of refund or when applied directly to the customer's account.

(7) **Extended payment arrangement of deposits.** ~~When an applicant or customer is required to pay a deposit but is unable to pay the entire deposit in advance of starting or continuing service, the company must allow the applicant or customer to pay on the following schedule:~~

- ~~• Fifty percent of the deposit must be paid before service;~~
- ~~• Twenty five percent must be paid in each of the next two months.~~

Deposit payment arrangements. The company must allow an applicant or customer the option of paying fifty percent of the deposit prior to service, and paying the remaining balance in equal amounts over the next two months, on the dates mutually agreed upon between the applicant or customer and the company. The company and applicant or customer may make other mutually acceptable deposit payment arrangements.

(8) **Receipt for deposit.** A company must furnish a receipt to each applicant or customer for the amount deposited.

(9) **When Rrefund of deposits is required.** A company must refund deposits plus accrued interest when there has been satisfactory payment, as defined in (a) of this subsection, or when service is terminated.

(a) "Satisfactory payment" means a customer has paid for service for twelve consecutive months in a prompt and satisfactory manner as evidenced by the following:

(i) The company has not started a cancellation process against the customer; and
(ii) The company has ~~issued~~ sent no more than two delinquency notices ~~of delinquency~~ to the customer.

(b) Termination of service. When service is ~~cancelled~~ terminated, the company must return to the customer the ~~amount then on deposit~~ amount plus accrued interest, less any amounts due ~~to the company~~ by the customer.

(10) ~~Refund of deposits, manner~~ **How deposits are refunded.** A The company must refund any deposit, plus accrued interest, ~~in the manner chosen by~~ as indicated by the customer at the time of deposit, or as modified by the customer on a later date. ~~The customer must choose using~~ one of the following methods:

(a) A check issued and mailed to the customer no later than fifteen days following completion of twelve months of satisfactory payment, as described above; or

(b) A credit applied to the customer's account for service beginning in the thirteenth month.

(11) **Additional deposit.** ~~Nothing in this rule prevents the requiring of a larger deposit or a new deposit when conditions warrant. A company requiring a new or larger deposit must specify the reasons in writing to the customer. Any requirement for a new or larger deposit must comply with the standards in this rule. If a deposit or additional deposit amount is required after the service is established, the reasons must be specified to the customer in writing. Any request for a deposit or additional deposit amount must comply with the standards outlined in subsections (1) and (2) of this section. If the original deposit was secured by a guarantor and the guarantor does not agree to be responsible for the additional deposit amount, the customer will be held responsible for paying the additional deposit.~~