

# HOSTED APPLICATIONS: CUSTOMER DEPOSITS

Utilities require residential and commercial accounts with poor payment histories to pay a customer deposit. Based on PSC Administrative Code, learn when, why and how customer deposits should be setup as well as refunded.

## Objectives:

- Understand why a customer deposit may be required
- Become familiar with PSC Administrative Code in regards to Customer Deposits
- Understand the benefits of creating Customer Deposits using the NorthStar system

## SESSIONS

### Thursday, March 12 WPPI Energy

9 am – 3 pm

RSVP by: Thursday, March 5

### Thursday, March 19 Norway, MI City Hall

9 am – 3 pm

RSVP by: Thursday, March 12

### Thursday, March 26 River Falls, WI City Hall

9 am – 3 pm

RSVP by: Thursday, March 19

## AGENDA

8:45 am	Light refreshments available
9:00 am	Introduction to Customer Deposits What is a Customer Deposit? When customer deposit are required Why use NorthStar
10:30 am	Break
10:45 am	PSC Regulation: 113.0402 – Residential Customer Deposits PSC Regulation: 113.0403 – Commercial Customer Deposits Setup Requirements Credit Rating Events Payment History Rules
Noon	Lunch
12:45 pm	Identifying Accounts Creating a Customer Deposit Deposit Calculation Rules Payments on Deposits Offering Payment Arrangements on Deposits
2:00 pm	Break
2:15 pm	Deposit Reviews Refunding Customer Deposits
3:00 pm	Adjourn

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