



1925 Ridgeway St. | Hammond, WI 54015
715-796-7000 | www.scecnet.net
This institution is an equal opportunity provider.

We welcome you as a member of St. Croix Electric Cooperative (SCEC). Each new member is required to provide assurance of prompt payment. If a security deposit is required based on an identity verification and credit assessment, under SCEC's credit policy the following options are available:

Option 1 – Credit Risk Deposit

1. A residential security deposit of either \$200 or \$400 will be applied to the account.
2. Deposits are non-interest bearing and will be credited to your electric account after 12 consecutive months of payments received on time (on time being defined as on or before the due date of the bill). If at any time during the 12-month period a payment is received after the due date, the 12-month requirement will start over from the next on time payment received. The 12 consecutive payments may not include any type of assistance payments.
3. Deposits will be applied to your final bill if you move out of SCEC's service area before 12 consecutive months of on time payments. Any credit balance will be refunded to you.

Option 2 – Letters of Credit

1. SCEC may waive the security deposit if provided with two (2) letters of credit from utilities meeting the Cooperative's requirements. **Acceptable utilities are electric, gas, phone, internet, water/sewer and/or television providers.** The service period must be for a minimum of 12 of the last 13 months and must include the following information:
 - Service dates
 - Number of late payments in the last 12 months
 - If disconnected for non-payment in the last 12 months
 - Number of late notices in the last 12 months
 - Number of returned checks/payments in the last 12 months
 - Number of disconnection notices in last 12 months
 - If the final bill has been paid
 - Name, title & phone number of person completing the reference letter
2. Letters of Credit must be received by SCEC for review within ten (10) days of the date of your Welcome/ notification email. It is your responsibility to verify that the letters were received and are acceptable. Please allow time for your previous utilities to return completed forms to SCEC by the due date. **Acceptable credit references cannot have ANY adverse actions.** Adverse actions are late payments, penalties, non-sufficient funds (NSF) charges, collections, disconnections or bad debt issues.
3. Letters of Credit may be on your utility provider's form or letterhead as long as all of the required information listed above is included.

If your letters of credit are not received by SCEC for review within ten (10) days of your notification email or if the letters do not meet SCEC's requirements, your security deposit will be applied to your first bill and will need to be paid by the due date of that bill. If the deposit is not paid by the due date on your first bill, your service may be disrupted without further notice. If your service is disrupted, you will be required to pay any additional fees associated with the disruption.

To help ensure payments are received on-time and your deposit is returned promptly, SCEC offers an autopay option via credit/debit card or checking/saving account through our toll free number 855-938-3613 or on SmartHub. If you have any questions or need assistance with SmartHub registration, contact us at 715-796-7000.

Thank you,

St. Croix Electric Cooperative