Security Deposit Policy

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There may be the requirement to seek a security deposit from customers. This decision is taken on an account by account basis. The value and duration of the security requirement is based all information available to Energia at the time of the decision.

New customers

From time to time, a security deposit may be requested for new registrations.

Key reasons for requesting security deposits for new registrations include:

- Adverse credit report or credit insurance refused or withdrawn
- Adverse customer history
- Specific company policy not met

The general value of security requested is based on two months estimated consumption.

Every potential registration is reviewed on a case by case basis. The reason for a security deposit request and value required may vary from the information noted above and is based on the level of perceived risk.

The requirement for security can be reviewed upon request from the customer following twelve months provision of security in accordance with Energia requirements.

Existing customers

Energia may request a security deposit from existing customers. The terms and conditions of this deposit can be viewed in Energia Supply Contract: Non-Household Customers General Terms and Conditions for the supply of Energy.

Key situations for requesting security from existing customers include:

- Prior to reconnection following disconnection for non payment
- Following an insolvency event
- Change in credit worthiness

The general value of security requested is based on between two and four months estimated consumption. This is subject to change depending on the exact circumstance.

The requirement for security can be reviewed upon request from the customer following twelve months provision of security in accordance with Energia requirements.