

# Bill Deposit Frequently Asked Questions (FAQs)

## 1. What is the purpose of the Bill Deposit?

It serves as a guarantee for payment of electric bills. It is required for new applications, reconnections, or when there is a significant increase in consumption (more than 10%).

## 2. Why did I receive a notice about an "Additional Bill Deposit" or "Refund of Excess Bill Deposit"?

This is part of the Annual Update of Bill Deposit (AUBD). Per ERC rules, the distribution utility must ensure your deposit is equivalent to your average monthly bill for the past 12 months. If your consumption increased, an additional deposit is required; if it decreased significantly, the excess is refunded.

## 3. Who is eligible for the bill deposit refund?

You may be eligible if:

**Excess Deposit:** Your current bill deposit exceeds your average consumption over the last 12 months (determined during your anniversary month).

**Lifeline Beneficiaries:** You are tagged as a 100% lifeline consumer.

**Good Credit Standing (Early Refund):** For residential customers, if you have consistently paid your bills in full on or before the due date for the past two (2) consecutive years, you are entitled to a full refund of your deposit even without terminating your service.

## 4. How do I know if I will get a refund or have to pay more?

The utility compares your existing deposit (plus interest) with your actual average monthly bill:

**Refund:** If the deposit is greater than the average bill by more than 10%.

**Collection:** If the deposit is less than the average bill by more than 10%.

**No Action:** If the difference is within 10%, no refund or collection is made.

## 5. Where can I see these adjustments?

These are reflected in the "Applied Credits / Other Charges" section (labeled as "Differential Bill Deposit") on your electricity bill.

## 6. Do I need to apply or submit documents to get my "Good Payer" refund?

In compliance with the latest ERC amendments (*effective Feb 2026*), Individual/Residential customers who have paid on time for two consecutive years no longer need to submit documents. The utility will automatically review and credit the refund to your monthly bills.