



A Customer Owned Utility
Serving Our Community Since 1894

*New electric accounts with
North Attleborough Electric Department
require a **Consumer Deposit.***

Consumer Deposits



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275 Landry Avenue
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Consumer Deposits

Program Description

New electric accounts for tenants and businesses require a deposit.

How Do I Establish a New Account as a Residential Tenant?

A deposit is required for all residential customers who are not the owner of the service address. As a tenant wishing to receive service at your dwelling, you will be required to provide information including the name of the account holder, the Social Security or driver's license number of the account holder, the service address, the billing address, the telephone number and the date you want service to begin.

How Do I Establish a New Account as a Business?

A deposit is required for all business customers. As a business wishing to receive service, you will be required to provide information including the name of the account holder, the Social Security or Employer Identification Number (EIN) of the account holder, the service address, the billing address, the telephone number and the date you want service to begin.

What Amount is Required for the Deposit?

For Residential Accounts: When you call to set up electric service, you will be asked whether the dwelling has electric heat and/or an electric water heater. The exact deposit amount will be determined using that information.

For Business Accounts: The deposit is based on the average monthly cost of electric service for the previous 12 months at the address; this number is multiplied by three for the total deposit required. If the address is new construction, a similar business will be used to determine the deposit amount.

What Deposit Payment Options Are Available?

We accept cash, check or credit card for residential and business accounts. Additionally, business accounts can use a Bond or Irrevocable Letter of Credit. All deposits must be paid prior to the installation of service. Bonds and Irrevocable Letters of Credit must be delivered and approved by North Attleborough Electric Department. All cash deposits are held in interest-bearing accounts.

What Happens to My Deposit?

Interest will accrue on deposits in accordance with and at the rate prescribed in Chapter 164, 58A. Interest will accrue when the deposit has been held for a minimum of 30 days. Deposit interest that has accrued will be credited to the customer's account in the month of January.

Deposits for residential customers will be held for a minimum of 12 months and returned when the most recent 12 consecutive bills have no past due balance.

Business deposits will be returned when the customer pays their final bill. After 12 months of actual consumption, business customers or North Attleborough Electric Department may request an adjustment to the deposit amount. If the deposit is greater or smaller than three times the highest monthly bill, then an adjustment may be made. Future adjustments will be made only after 12 consecutive months have passed since the previous adjustment.

Next Step

If you have questions regarding Consumer Deposits call our Customer Service Department at 508.643.6300 during business hours to set up an appointment. Or visit our Operations Center at 275 Landry Avenue, North Attleborough.

Business Hours:

Monday through Friday, 8:00 a.m. to 4:00 p.m.;
Thursday evenings September through June
until 5:00 p.m.