

# Non-Domestic Deposit Policy

## Purpose

This procedure sets out how Share Energy assesses, applies, reviews, and manages security deposit requirements for Non-Domestic Customers, ensuring that any deposit requested is fair, proportionate, transparent, and compliant with regulatory and consumer protection obligations.

## Scope

**This procedure applies to:**

- All new Non-Domestic electricity customers onboarding to Share Energy
- Existing Non-Domestic customers subject to credit review or account changes
- All teams involved in onboarding, billing, credit control, and customer communications

This policy does not apply to Domestic customers, who are governed by separate policies.

## Policy Position

Share Energy may require a security deposit and/or payment by Direct Debit as security against payment for electricity.

- Where a customer does not agree to provide a deposit and/or pay by Direct Debit, Share Energy may refuse to supply.
- Share Energy may retain a security deposit where it considers this appropriate in the circumstances, in line with contractual terms.
- For Small Business Premises, any security deposit required following a creditworthiness assessment will not exceed the equivalent of three (3) months' estimated usage, in accordance with Share Energy's Electricity Supply Licence.

## When a Deposit May Be Required

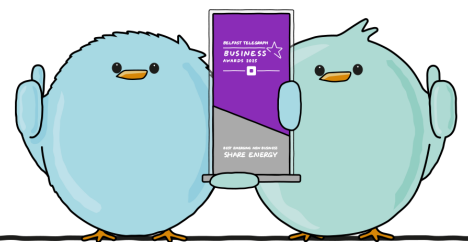
**A security deposit may be requested following a creditworthiness assessment, including (but not limited to):**

- Limited or adverse credit history
- Newly established businesses
- High expected consumption relative to business profile
- Previous payment issues
- Absence of Direct Debit as a payment method

Deposits must not be applied automatically and must be justified by the assessment outcome.

## Deposit Calculation

- Deposit amounts are based on estimated consumption and applicable tariff rates.
- For Small Business Premises, the deposit must not exceed three months' estimated usage.





- Any lower amount or decision not to apply a deposit must be recorded where applicable.

## Customer Communication

### Customers must be clearly informed of:

- Whether a deposit is required
- The amount requested and how it was calculated
- That Direct Debit may remove or reduce the need for a deposit
- The circumstances in which a deposit may be retained

Communications must be clear, factual, and aligned with the Terms and Conditions.

## Review and Refunds

- Deposits may be reviewed where payment behaviour improves or circumstances change.
- Refunds or retention of deposits will be assessed in line with contractual terms and account history.

