



Requirements for a Letter of Good Credit History

Purpose: A letter of good credit is required whenever a Tampa Utilities customer requests a waiver from paying a deposit when opening a new account. All waiver requests must be submitted within the first **30 days** of opening a new account.

An acceptable letter of good credit history must be provided on business letterhead and contain the information listed below.

Please note, missing information will result in your request for a deposit waiver to be denied.

- Name of the utility company providing the reference.** This should be your most recent utility provider. Closed accounts older than 12 months will not be accepted.
- Current date.** The letter of good credit history must be dated. Undated reference letters will not be accepted.
- Customer name.** The customer name should match the name of the account listed on the Tampa Utilities account. You may need to provide additional documentation if your name has legally changed.
- Length of service.** This refers to the amount of time that you had an account with this utility provider. Only accounts with 12 consecutive months of payment history will be considered.
- Payment record in the past twelve months.** This section documents whether or not you have a history of paying your utility bills on time.
 - Number of late notices and/or arrears*
 - Number of disconnect(s) for nonpayment*
 - Number of returned checks*

**The City of Tampa Code Section 26-27.1 states, "Good credit history means that during the preceding twelve (12) consecutive months, the customer: (1) never had service discontinued for a delinquent bill; (2) never had a check returned for nonpayment and (3) had no more than one instance of a delinquent payment of a bill."*