

Deposit Waivers



Stream offers several ways for residential customers in Georgia to satisfy a deposit requirement with a waiver, which will start their service at no additional cost. Your customer may be eligible for a deposit waiver if they meet one of the following criteria:

Active Kynect Associates in Georgia are eligible to apply deposit waivers to two (2) accounts that meet the following criteria.

1

Active Kynect Associates can apply a waiver to their own enrollment within 90 days of their Kynect start date if they have not received a waiver in the past, have valid credit history and pass the identity verification.

Documentation Required: Associate Name, Associate Number and Service Address.

2

Kynect Associates can apply a waiver to one (1) new Georgia customer enrollment.

Documentation Required: Associate Name, Associate Number, Customer Name and Service Address.

Customers in Georgia are eligible to apply deposit waivers to an account that meets the following criteria.

1

The customer is currently 65 years of age or older with a valid ID.

Documentation Required: Copy of Birth Certificate, Valid State Driver's License, State ID Card, Military ID Card, Passport, Government Employee ID Card, Alien Registration Card or Consulate ID Card.

2

The customer has had no more than one late payment over the past 12 consecutive months of service with their previous energy provider.

Documentation Required: Valid Letter of Credit/Good Standing must be sent from provider to provider.

3

The customer has been determined to be a victim of family violence.

Documentation Required: Provide a copy of Family Violence Protection Order or police report with a reference to family violence.

4

They are an existing customer and do not have a past due balance in 6 consecutive months.
Note: This waiver only applies for additional services and can be resolved the same day.

Documentation Required: Customer Name and existing Customer Account Number.

5

They are active Military personnel and can show Military orders.

Documentation Required: Military orders that are less than 6 months old.

6

The customer is switching to Stream on a fixed-term plan, has been with active with current provider for at least 6 months, has valid credit history and no previous balance with Stream.

Documentation Required: Copy of customer's most recent invoice from current provider within the last 60 days showing no past due balance. The name and address on the provided invoice must match the new Stream account.

Georgia customers can submit their waiver documentation using the following instructions:

1. Email documentation to depositwaivers@mystream.com

- **Email Subject:** Deposit Waiver for (insert name of account holder and state).
- **Email Body:** Please process the attached documents for (insert account number, account holder's full name, daytime phone number and service address).

Note: Please allow 24-48 hours for review of submitted documentation.

2. If the customer's deposit waiver is accepted and all holds are resolved, the customer will receive a Welcome email from Stream.

Note: If the customer's submission is not accepted or needs additional information, the customer will receive a phone call from Stream Customer Support to discuss next steps.