

**POLICY AND PROCEDURES FOR OPENING AND CLOSING ACCOUNTS AT**  
**MERRIMAC MUNICIPAL LIGHT DEPARTMENT**

**Start Service**

Step 1: New Renter or Homeowner signs up for start service on the website [www.merrimaclight.com](http://www.merrimaclight.com). The customer selects own or rent.

Step 1A; **Owners** pay an administrative fee of \$30.00 and generate a welcome package request.

Step 1B: **Residential Renters** go to a separate portal and pay \$30.00 administrative fee but also self-select the renter deposit:

Mobile Home: \$250.00

Apartment: \$300.00

½ house: \$600.00 (under 1,400 square feet)

Full House: \$900.00 (above 1,400 square feet)

Upon completion of the form, the renters will receive a welcome package with their account information and a copy of the letter will be sent to the landlord of record.

Step 1C: **Commercial Renters** go to a separate portal and pay a \$30.00 administrative fee, but will also select one of the following renter deposits for their commercial space:

Small: \$300.00 (under 3,000 square feet)

Medium: \$600.00 (3,000-10,000 square feet)

Large: \$1,200.00 (over 10,000 square feet)

Upon completion of the form, the commercial renters will receive a welcome package with their account number and landlord will receive a cc with this information.

**Stop Service/Final Read**

Step 1: Customers that want to stop their service complete a form online and pay the \$30.00 Administration fee at [www.merrimaclight.com](http://www.merrimaclight.com)

Step 1A: **Homeowners** need to provide date of closing and contact information for broker and attorney. The final bill will be sent via email the night before the closing.

Step 1B: **Renters** will receive a final bill and the account closed. The return of the customer deposit will be returned 60 days after the request to ensure the property goes through two billing cycles. The account will revert to the landlord until start service is requested.

Same steps apply for commercial property.