

Alternate Payment Methods

INTRODUCTION

This Introduction has been attached to the Policy to assist the UTILITY in the implementation of the Policy. It is not actually a part of the Policy. Any requests for a copy of this Policy by a customer should not include a copy of this Introduction.

BACKGROUND AND PURPOSE

In order for the UTILITY to provide it's customers with convenient and alternate methods for payment of their utility bills and other related charges the utilities may wish to implement the following policy.

The UTILITY is run for the benefit of all present and future customers, and while no customer shall intentionally be treated unfairly, no customer shall be treated in a way that compromises the interests of other current and future customers.

LIMITATIONS

The UTILITY is subject to various city, county, state, federal or other governmental agency requirements and has no discretion to provide service in a manner which would violate such regulations or requirements.

RECORD KEEPING DURATION

All records regarding alternate payments shall be kept a minimum of five years.

OMISSIONS

In the absence of specific rules or policies, the disposition of situations involving service shall be made by the governing board in accordance with its usual and customary practices.

POLICY

Automatic Bank Drafts

- 1... The utility will accept bank drafts on all banks.
- 2... The customer must complete and sign a preauthorization form and attach a voided check on the bank that the draft will be drawn or an official letter from the bank that states the name, account number, bank's routing number and bank's information.
- 3... The utility will issue a bill to the customer with the message *Do not pay – Memo bill* printed on the bill on the date of its regular billing. This will give the customer time to examine the bill before it is deducted from their account.
- 4... The customer's draft will be presented to the bank for payment on the date the "Net" amount is due.
- 5... If funds are not available in the customer's account at the time the draft is presented and the draft is returned unpaid, the utility will . . .
 - (a) Notify the customer by *mail, phone, and/or tag at door* that the draft was returned unpaid;
 - (b) Upon return of the unpaid draft, an additional charge of \$20 (*or maximum currently set by TCA*) will be added to the customer's account;
 - (c) The customer account will be subject to the adding of any penalties due and subject to the utility's cut-off policy.
- 6... Any customer who's draft is returned unpaid more than ***two (2) times*** will be removed from the automatic payment method. If a customer wishes to be reinstated on the automatic payment method, their account will be current and no service charges applied to their account for a six (6) months period.
- 7... Customers who wish to change back to the regular payment options may do so at any time by contacting the office and requesting to be removed from the automatic payment method. Upon receipt of this request, the customer will be removed at the next available billing cycle.

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EFFECTIVE DATE: September 9, 2002

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