

1.2.16 Returned Check Charges (AP)

January 8, 2004

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Revised 3/13/19

POLICY

AMWC will charged a fee for each payment returned to AMWC as unpaid. AMWC will apply the returned payment fee plus the amount of the returned payment to the customer's account.

If evidence is provided by the bank/payment processor indicating that the payment was returned due to bank/payment processor error, or if it was the result of something out of the customer's control, the returned payment charge may be waived.

Customer Service staff will attempt to contact the customer and advise him/her that payment by cash, money order, cashier's check, or debit/credit card is required to make the payment to cover the returned payment and returned payment charge. If there is no response from the customer, a door hanger requesting payment will be placed at the service address.

In cases where a payment to either avoid a shut-off or to turn water back on is returned, the customer will be contacted and told that payment by cash, money order, cashier's check, or debit/credit card must be made by 9:00 a.m. the next day. If the customer cannot be reached by telephone, a door hanger will be placed at the service address. If the customer does not make the required payment by the time stated, the water will be shut off and the customer will be charged another shut-off fee plus the returned payment charge.

The returned payment charge will be established and may be adjusted by the Board of Directors.

PURPOSE

The purpose of this policy is to define the internal process associated with the assessment and collection of charges for returned checks.