

VILLAGE OF COLLEGE CORNER
College Corner Water and Sewer

REFUNDS FOR UTILITY CUSTOMER CREDIT BALANCES

PURPOSE:

Water and sewer services are irrevocable. However, the College Corner Water and Sewer realizes that exceptional circumstances can take place that may require credit adjustments. The purpose of this regulation is to establish uniform guidelines for the issuance of utility customer refunds resulting from overpayment and transfer of credit balances on utility accounts.

POLICY:

For Active Accounts:

1. Any overpayment made by a customer on a utility account will be reflected as a credit balance on the customer's account that will be applied to future bills.
2. Refunds for payments made by check, over the counter, via mail or through a bank on any utility account will be issued upon request of the customer when payments made result in a credit balance that exceeds \$25.00 on the account.
3. In the event a billing adjustment creates a credit balance on the account, the credit will be applied to future bills, and may not be refunded to the customer, except in the case of a final bill refund.

For Inactive/Closed Accounts:

1. Any credit balance of not less than \$10.00 will be refunded as part of the closing of an account. Any closing balance less than \$10.00 will be refunded upon request of the customer who is the owner of the account, provided that the request is received within ninety (90) days of the issuance of the final bill.
2. Any credit balance less than \$10.00 remaining on the account after ninety (90) days from issuance of the final bill shall be forfeited to College Corner Water and Sewer.

TO REQUEST A REFUND:

Refunds for amounts less than \$10.00 are processed upon request of the account holder. A forwarding address for mailing of a refund check must be provided.

Requests may be made by phone at 513-523-5497, or by mail at the following address:

College Corner Water and Sewer
PO Box 155
College Corner, OH 45003