

RETURNED CHECK POLICY

Authorization:

Rule 6.8.1.g and of the Rules and Regulations for the Government of Water Utilities of the Public Service Commission of West Virginia effective September 13, 2022.

If a customer's check is returned to Clay Roane PSD, by their bank for insufficient funds, account closed, or any other reason, in their or another person's bank account that issued a check on behalf of the customer, the district will take the following actions:

Clay Roane PSD shall notify the customer in writing via regular U.S. mail, via telephone, email or Facebook Private Messenger of the returned check. If the customer is contacted via phone, the customer has until the next business day to redeem by the time provided by the office staff. If contacted via email, postal mail or Facebook Private Messenger, then calendar five (5) days from date of mailing will be allotted for check redemption.

Clay Roane PSD will charge a fee of \$25.00 for the returned check plus any bank return check fee charged.

Payment for the returned check and all associated charges must be made in the form of cash, money order or cashier's check.

If the returned check is not redeemed within the allotted time as described above, the district will terminate the customer's water service until all the following charges are paid in full:

- Amount of the returned check
- Returned check fee of \$25.00
- All past due charges on the account at the time service is to be restored.
- Reconnection fee of \$20.00
- Security Deposit of \$75.00
- Any damage that may have occurred to District's property if tampering with the meter setting has occurred.

Clay Roane PSD will no longer accept payments from customers in the form of a check for a period of (12) twelve months from you or any other account on your behalf if the check is returned for insufficient funds. If five (5) or more checks are returned for non-Sufficient funds in any name on the water account; the account could be designated permanently as CASH or money order only.

If the check is not redeemed within 5 days after service is terminated, the district will submit the check to Clay County Magistrate Court for collections. The customer will also be responsible for court costs.

If the check was issued to prevent service termination for a final notice statement. The final notice statement date timelines will remain in effect as stipulated in the WVPSC regulations - therefore service could still be terminated via the original final notice issued.