



Charles Town Utility Board

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RESOLUTION NO. 2015-04 CHARLES TOWN UTILITY BOARD

WHEREAS there is need for the Charles Town Utility Board to adopt a uniform customer Bad Check Policy in accordance with the West Virginia Public Service Commission Rules and Regulations;

CHAIRMAN
*Dave
Mills*

NOW, THEREFORE, BE IT RESOLVED, that the Charles Town Utility Board hereby adopts the following Bad Check Policy effective May 1, 2015;

UTILITY
BOARD

*Pete
Kubic*

Charles Town Utility Board (CTUB), in accordance with the Public Service Commission of West Virginia Rules and Regulations, establishes a Bad Check Policy. The purpose of this policy is to establish uniform procedures for handling bad checks effective May 1, 2015.

*Charles W.
Kline*

*Tommy
Stocks*

When a customer's check, ACH payment or e-check is returned to CTUB by their bank for insufficient funds, the following actions will be taken:

*Kristen
Stolipher*

- 1) CTUB will notify the customer in writing (via regular U.S. Mail) that payment for the returned check and a \$25 Non-Sufficient Funds (NSF) fee must be made in the form of cash, money order or cashier's check (from a WV Bank) within 5 days from the date of the notice.
- 2) If payment is not made in the within 5 days, CTUB will terminate the customer's water service until all of the following charges have been paid in full:
 - a. Amount of returned check, ACH payment or e-check
 - b. \$25 NSF fee
 - c. All past due charges on the account at the time service is to be restored
 - d. Reconnection fee
- 3) After a customer's check, ACH payment or e-check is returned by the bank, the customer's check writing privileges will be suspended for a period of 3 months from the time of the returned check.
- 4) After 3 months, CTUB may reinstate the customer's check writing privileges.
- 5) If CTUB receives a second insufficient funds check after privileges have been reinstated, the above steps will be repeated. However, for a second bad check, the customer's check writing privileges will be suspended for 12 months.
- 6) Should a customer have a third insufficient funds check after two reinstatements, the customer will no longer be allowed to pay via check.

UTILITY
MANAGER
*Jane E.
Arnett*