



## Customer Deposit

Customers are required to pay a deposit for water and sewer services. A portion of the deposit may be refunded if an overpayment is determined after the depositor permanently cancels service.

The customer is refunded the security portion of the deposit less the amount for the last month of service. The refund will only be refunded to the customer whose name is on the account on the last day of the month. It is the responsibility of the customer to leave a forwarding mailing address to receive any refund due or for proper billing of amount owed.



### **What if my bill is more than my security deposit?**

If a customer has a balance due after the security deposit has been credited toward services rendered the customer is still liable for payment of balance due and the customer should pay the bill by the due date to prevent late fees. Any outstanding balances due after 90 days will be referred to our collection agency.



### **If I have a refund due to me, when can I look for my refund?**

Refunds are mailed out on the last day of the month or within the first week of the following month.