

**Policy Number: 2.15.0**

**Title: REFUNDS**

**Introduction:**

This policy has been developed to establish the procedure for refunding overpayments and account credits to District customers.

**Ends:**

At the end of each month, any positive account balance shall be refunded to the customer if:

1. The balance is greater than \$50.00; or
2. The balance is \$50.00 or less and the customer has specifically requested that the balance be refunded in cash.

**Responsibility:**

It is the responsibility of the General Manager to ensure compliance with this policy.