

THE
MADISON SUBURBAN UTILITY DISTRICT
OF DAVIDSON COUNTY, TENNESSEE

RETURNED ITEM

Adopted August 19, 2003, Revised August 25, 2009, Revised August 27, 2013

A customer will be allowed 5 (five) days to make good a returned payment item before water service is disconnected. A notice will be mailed to the customer from the District office on the same day that the District receives notification that the item has been rejected by the bank for any reason. **EXCEPTION:** In the event the returned item was paid to establish service with connect fees, or paid on a past due bill or disconnected service no waiting period will be granted. In those cases water is subject to immediate disconnection and application of appropriate fees. Furthermore in this type situation, the alternative payment form must be cash, money order or cashier's check.

A \$20.00 Returned Item Fee will be assessed for returned items. After the five-day period, if the returned item has not been made good, the water will be disconnected and a \$50.00 service charge will be due. In the event a trip is made to disconnect water and the customer intervenes indicating they are on the way to make the item good, the service personnel may have discretion in whether to cut off the water, however; the service charge for the incurred trip still applies. Should the item not be made good the water will subsequently be disconnected with the original trip and the second trip resulting in \$100.00 in service charges being due.

After two returned payment items (including the first) the District's general management may require the customer pay by cash, money order, or cashier's check.

When a customer has made timely payments to his account over twelve billing periods, check writing privileges may be restored after written request for restoration has been made by the customer and approved by the District's general management. An aggrieved customer may appeal the determination under this policy to the general management, specifying in writing his grievance and why he believes the determination should be lifted. If the general management cannot satisfactorily resolve the matter, the aggrieved customer may appeal to the Board of Commissioners, specifying in writing via the general management the reasons why the determinations should be lifted. The general management will then place the aggrieved customer's grievance on the next regular scheduled Commissioners' Meeting Agenda for review. Such person will be reasonably notified of the time and place for the grievance to be heard, so the aggrieved customer may attend and be personally heard. At any proper time, and in accordance with law, the aggrieved customer may take any legal action or appeal available to remedy the situation.