

The
MADISON SUBURBAN UTILITY DISTRICT
of Davidson County, Tennessee

DATE: May 7, 2026

Effective: June 1, 2026

SUBJECT: Cash Payment Procedures for Utility Bills and Other Utility Charges

PURPOSE: This policy establishes a standardized procedure for handling cash payments for utility bills and other utility-related charges when payment amounts do not align with available coin denominations. This policy coincides with the Tennessee Association of Utility Districts (TAUD) and the Tennessee Comptroller of the Treasury's guidance and is intended to improve operational efficiency, reduce cash handling delays at customer service counters, and provide consistent guidance for both staff and customers.

Under this policy, customers paying with cash will:

1. First be asked to provide exact change when balances do not end in increments of \$0.05 or \$0.10.
2. If exact change is unavailable, customers will be offered alternative payment methods, including debit cards, credit cards, electronic checks, or online payment options.
3. In situations where a customer is unable or unwilling to utilize an alternative payment method, the utility will round the payment amount up to the nearest five-cent (\$0.05) increment. Any overpayment resulting from the rounding adjustment will not be retained by the utility as additional revenue but instead applied directly as a credit to the customer's account for future use.

This procedure provides a fair and practical approach for cash transactions while minimizing operational inefficiencies associated with handling pennies and exact coin balances. The policy also ensures consistency in customer service practices and maintains transparency in the application of customer account credits.

This policy goes into effect on June 1, 2026.

Cynthia Ellis:
General Manager



John T. Wade:
President, Board of Commissioners


