

Returned Check Policy

It is the policy of the utility district to charge a returned check fee of the (maximum currently set by Tennessee Code Annotated 47-29-102) to all accounts with a returned check. All fees and the amount of the returned check must be paid by cash or money order.

Should a customer have more than one (1) returned check in a twelve (12) month period, no checks will be accepted for payment on his or her account for a following period of not less than twelve (12) months.

Upon the district's receiving a returned check, notice will be sent to the customer by email, phone, or tag at door. The customer will then have three (3) business days (including the day of notice) to contact the district to make arrangements for payment of applicable fees and charges. All arrangements for payment of applicable fees and charges must be for a date within seven (7) business days (including the day of notice). Should the customer fail to contact the district within the three (3) business day period, the service shall be discontinued the next business day. The customer shall then be responsible to pay the returned check fee, reconnection fee, and the amount of the returned check by cash or money order in order to reinstate service. Service disconnection due to returned checks written for establishment of service or for reconnection fees requires no notice.

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