

CLEAR LAKE CITY WATER AUTHORITY

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Policy Manual

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RETURNED CHECKS

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REPLACEMENT CHECK REQUESTS

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Any payment made by check, ACH, or other negotiable instrument to Clear Lake City Water Authority that is not honored by the bank or other financial institution, for any reason, will incur a returned check fee of the maximum amount allowable by law. The returned check amount, returned check fee, and any other applicable fees or penalties must be paid by cash, cashier's check, or money order. After three (3) returned items, Clear Lake City Water Authority will no longer accept checks or ACH payments. After three (3) years of a consistently good payment history, a customer's check/ACH privilege will be reinstated.

A utility customer has three (3) business days from the date of notice to pay the returned check amount, returned check fee, and any other applicable fees and penalties. Failure to pay within three (3) business days will result in disconnection of service. All applicable fees, including a reconnect fee, must be paid before service will be restored in any instance in which service has been disconnected.

An ad valorem tax customer has five (5) business days from the date of notice to pay the returned check amount and returned check fee. Failure to pay may result in an increase in penalty, interest, and possible legal fees.

#### REPLACEMENT CHECK REQUESTS

If a utility or tax customer requests a replacement check, a reissue fee of \$10.00 per item will be assessed.