

CLARKSVILLE DEPARTMENT OF ELECTRICITY

Operating Policy 2-6

Subject: Returned Checks (including ACH and Credit Card transactions)

Policy:

If a check is returned from the bank for any reason, a service fee and all other applicable charges will be applied to the account. The amount of the service fee will be in accordance with CDE Operating Policy 2-5. If a customer prepays a returned check before it is received by our office, the reduced service fee will apply.

CDE will give reasonable notice of the returned check and then take appropriate action. Appropriate action could mean termination of service and/or any action available by law.

After CDE has received two (2) returned checks on a person within a thirteen (13) month period, CDE will not accept checks on that person for a period of twelve (12) months. A deposit or increased deposit will also be required of customers that become a payment risk.

Payment Risk – Accounts with less than a maximum deposit and with two or more payments made after the last day to pay, or with two returned checks, or a combination of one of each or more, within the previous 12 months.