



Returned Check/ACH Policy

At the October 16, 2023 City Council meeting, the city council adopted the following returned check/ACH policy to be in effect immediately.

1. First returned check/ACH: A notice will be sent giving the customer five (5) days to pay the NSF check and a \$30.00 NSF Fee along with the bank charges that may occur. Only cash, cashier's check, or a money order will be accepted.
2. Second Returned Check/ACH: same terms as violation #1 above, plus:
 - a. The Utility account will be subject to immediate disconnection without notice.
 - b. The Utility account will be placed on a "CASH ONLY" basis for 12 months.
Any checks received during this time will be returned **without being processed and the account will remain as unpaid until cash, cashier's check or money order is received.
3. If two insufficient fund checks have been received in a 12-month period, the customer will be placed on a "Bad Check List" and will be on a cash or money order basis only.
4. If a customer has two ACH payments returned for insufficient funds, the ACH agreement will be voided.
5. After 12-months of consecutive on-time payments, a customer may be removed from the "Bad Check List."
6. Any customer on the "Bad Check List" who attempts to make payment with a check, will have the check returned to them with a copy of this policy and the utility account will be treated as if no payment attempt had been made.