

# CITY OF GRISWOLD

## Utility Billing Policy/Procedure

### Credit Balances

---

**ADOPTION DATE:** 8-22-2011

**RESOLUTION NUMBER:** 4-2012

**REVIEW PERIOD:** This policy is to be reviewed every three years or as needed.

#### **STATEMENT OF POLICY**

The City will issue a refund of a credit balance on an inactive account if the balance is greater than \$0.99.

#### **APPLICABILITY**

This policy applies to all utility customers of the City of Griswold.

#### **DEFINITIONS**

None.

#### **POLICY AND PROCEDURE**

If a utility customer overpays his or her account and a credit balance occurs, the customer is entitled to a refund of the credit balance if the amount is greater than \$0.99.

The customer must request a refund, which will then be processed with the next set of scheduled claims to come before the City Council for approval.