

Returned Check Policy

If a customer's check is returned by their bank for insufficient funds in their account, the Tyler County PSD, herein referred to as the "Utility", will take the following actions:

- 1.) Notify the customer in writing via regular U.S. Mail of the allowed time to pick up the returned check, five (5) days from the date of notice excluding Federal and State Holidays (date will be specified in the letter). Payment for the returned check must be made in the form of cash ONLY.
- 2.) If the returned check is not picked up within the allotted time as described above, the Utility will terminate the customer's water service until all of the following charges have been paid in full:
 - a. Amount of returned check
 - b. Returned check fee
 - c. All past due charges on the account at the time service is restored
 - d. Reconnection fee
 - e. Deposit
- 3.) After a customer's check is returned for insufficient funds the customer's check writing privileges will be suspended for a period of at least twelve (12) months from the time of the returned check.
- 4.) After twelve (12) months the Utility may reinstate the customer's check writing privileges.
- 5.) If the Utility receives a second subsequent insufficient funds check after the check privileges have been reinstated, the above steps will be repeated with the exception of privilege suspension from step #3. For a second check the check writing privileges will be suspended for a period of at least five (5) years.
- 6.) Should the customer have a third insufficient funds check after two reinstatements steps 1 and 2 will be repeated and the customer will no longer be allowed to make payments via check for the remainder of the time they are a customer of the Utility.