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| Title of Policy: | **Returned Check / Bank Draft Policy** | **Pg 1** |
| Section #: | Section 18 |  |
| Approval Date: | **February 9, 2021** |  |
| Revision Date: |  | Policy 18.1 |

**Policy Statement**

If a Customer check/draft is returned to KWD by a financial institution for any reason, the maximum fee set by T.C.A 47-29-102 will be added to the amount due. KWD will make an effort to notify the Customer that the check/draft was returned unpaid and is being held.

The customer may be required to make payment by cashier’s check, money order or cash at the discretion of KWD. Payment must be within two (2) days of such notice. If no response is received from the Customer or KWD is unable to contact the Customer within two (2) days, the Customer’s account will be subject to any penalties due and be subject to KWD’s cut-off policy if payment is not received.

*When any check, draft, or order is not paid by the drawee because the maker or drawer did not have an account with or sufficient funds on deposit with the financial institution, or the draft, check, or order has an incorrect or insufficient signature thereon, the payee of such check, draft, or order is authorized to assess a handling charge against such maker or drawer in an amount not to exceed thirty dollars ($30.00).*

Any customer whose check/draft is returned unpaid two (2) consecutive billing cycles will be removed from the Automatic Payment Method and/or KWD will no longer accept a check presented for payment of any Utility bill, fee or charge, and payment must be made by money order, cashier’s check or by cash. It will be the discretion of KWD to determine if or when a customer may be eligible for Automatic Payment Method and/or allowed to remit a check as payment.