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| Title of Policy: | **Credit Card Payment Policy** | **Pg 1-2** |
| Section #: | Section 9 |  |
| Approval Date: | **February 9, 2021** |  |
| Revision Date: |  | Policy 9.1 |

**POLICY STATEMENT**

1. KWD will accept credit or debit cards on the following companies:
2. Master Card
3. Visa
4. Discover
5. American Express
6. KWD will accept credit or debit cards presented in the following manner:
7. Presented in person, KWD may check the following:

* Require proof of identification
* Check expiration date of the card
* Compare the signature on card to sales draft signature

1. By Phone via Contracted Vendor
2. By Internet via Contracted Vendor
3. KWD will accept credit or debit cards for the following:
4. All goods and services in person at KWD main office.
5. Online and IVR (Automated Payment by Phone) will be for KWD billed service payments only.
6. KWD shall collect a processing fee in the amount equal to the amount that KWD is charged by a third party for processing payment.
7. KWD shall use electronic authorization terminals approved by their credit card provider. (i.e. NEVER borrow someone else’s terminal to accept a credit card payment and never allow another business to use the utility’s credit card terminal for processing.)
8. KWD shall not make any cash advances or cash returns on cards presented.
9. If card is rejected by the processing company at the time it is presented, KWD will require payment by another method. (Money order, cashier’s check, cash, check or another card)
10. If a payment by credit card is not honored by the credit card company issuing the card, or if a payment by debit card is not honored by the entity on which the funds are drawn, KWD will collect a service charge from the person presenting the card. The amount of the service charge shall be the maximum fee set by TCA 47-29-102.

(This section does not apply if electronic device is used to conduct the transaction, the card and card holder are present, and the person who takes the card learns of the declination of the credit card or debit card at the time the transaction is processed.)

1. KWD will not call, write, email or any other form of communication to the credit card company or processing center for authorization or verification to process or collect a customer payment of any kind. The inconvenience will be placed on the customer to correct any issues they have with their credit card.

**Processing Fee Requirements:**

*TCA 9-1-108 (3) Requires a utility district or municipal entity to “set and collect a processing fee in an amount that is equal to the amount paid to the third-party processor for processing the payment. However, the processing fee shall not be set in an amount that exceeds five percent (5%) of the amount of the payment collected by credit card or debit card*.