

City of King
Utility Customer Service Policies and Procedures

Returned Checks or Drafts

When a customer's check or automatic bank draft is returned by the bank on which it is drawn because the bank will not honor it for any reason, the customer will be notified with a letter that the requested for payment was not honored and service will be terminated on a specified date unless the payment is made good. The letter will establish a deadline (7 days) for the customer to come into the office and pay with cash or money order. A service charge of \$25.00 for the returned check or automatic bank draft will apply, in addition to any other charges and fees.

A returned check or draft will not be considered as payment on an account until it has been settled. The late fee will be applied to all accounts not considered to be paid on the due date.

The City reserves the right to require a customer to pay utility bills in cash, money order, or cashier's check when a customer has had three items returned for nonpayment within the previous twelve months.