



Greenbrier City Services

Returned Checks Policy

To establish a procedure for the notification and collection of funds on returned checks and/or Automated Clearing House (ACH) payments to Greenbrier City Services (GCS).

1. First returned check or ACH payment within a one (1) year period:
 - Customer is sent a letter that states they will have ten (10) days from the date of the letter to remedy returned check or ACH payment.
 - GCS will accept cash, cashier's check or a money order for resolution of returned check or ACH payment.
 - Customer is assessed a returned check fee in the amount of thirty dollars (\$30.00). In the event the customer does not take appropriate action to correct with the ten (10) day period, customer's service(s) will be disconnected for non-pay.
 - If the service is disconnected for non-pay applicable service fees will apply.
 - If customer does not remedy returned check or ACH payment and is disconnected for non-pay, a certified letter is mailed to customer giving them ten (10) days from the date of the letter to make final restitution.
2. If the return is on an ACH payment, the information may be turned over to Greenbrier Police Department for prosecution.
 - The customer is automatically disconnected the same day or the next business day without notice if the account is past due. Applicable service fees will apply. They have ten (10) days from the date of the letter to make final restitution.
 - If customer does not correct the situation, the returned check is turned over to the Greenbrier Police Department for prosecution.
 - a. Customer will be disconnected without written notice if a check is returned that was made payable to GCS for payment of customer's connection fee or deposit.
 - b. Customer will be disconnected without notice if a check is returned that was made payable to GCS for restoration of utility services as a result of non-payment.
 - c. No extensions are granted on a returned check or a returned ACH payment.