
**BOARD OF COUNTY COMMISSIONERS
HILLSBOROUGH COUNTY
TAMPA, FLORIDA 33601**

BOARD POLICY - SECTION NUMBER: 03.04.01.04

SUBJECT: POLICY FOR RETURN OF WATER AND WASTEWATER CUSTOMER
ACCOUNT DEPOSITS

EFFECTIVE DATE: OCTOBER 4, 1989

SUPERSEDES:

Purpose:

To authorize the Public Utilities Department to refund water and wastewater customer account deposits of customers with excellent payment histories.

Policy:

- A. It is the policy of the Board of County Commissioners that the Public Utilities Department in cooperation with the Clerk's Finance Department shall be authorized to refund water and wastewater customer account deposits when the following conditions are met:
 - a. The customer has a record of twelve (12) on time account payments for the most current twelve (12) consecutive month period, and;
 - b. The customer has a record of no more than one (1) delinquent account payment in the most current twenty-four (24) consecutive month period, and;
 - c. The customer has a record of no not-sufficient funds checks in the most current twelve (12) consecutive month period.
- B. Water and wastewater customer account deposit refunds shall be initiated automatically by the Public Utilities Department when the above criteria are met.
- C. A customer whose deposit has been refunded in accordance with this policy will be required to pay the then current deposit for water and wastewater service when the customer receives two (2) or more past due notices, has service terminated for non-payment, or issues a not-sufficient funds check to pay for utility service.

Responsibilities:

It is the responsibility of the Public Utilities Department, under the direction of the County Administrator, to establish and execute administrative and fiscal control procedures to implement this policy.

Approved By: Board of County Commissioners
Approval Date: October 4, 1989