

# Returned Payment Policy

## Town of Norwood, Norwood Water Commission and Norwood Sanitation District Return Payment Policy

To ensure fiscal responsibility while providing efficient customer service, we accept payments via cash, check, certified funds (money order, cashier's check), electronic check, and debit/credit card. Payments can be made online, over the phone, or in person.

### Returned Payments

If a payment is returned, a \$36 return fee will be charged in addition to the original payment amount. The customer must provide an alternative payment method within 15 days of notification. Failure to do so may result in the account being sent to collections, incurring additional fees.

If three (3) returned payments occur from the same individual, owner, or entity, within a year, a "no paper check" restriction will be enforced for a minimum of two (2) years across all their accounts.

After two (2) years of maintaining a good standing—meaning all debts are paid in full, no past-due accounts exist, and no further collection actions are required—the customer may regain the ability to pay via all standard methods, including cash, check, certified funds (money order, cashier's check), electronic check, and debit/credit card online, over the phone, or in person.