MGSD
MINDEN-GARDNERVILLE
SANITATION DISTRICT
SINCE 1964

REFUND POLICY

The Minden-Gardnerville Sanitation District (MGSD) accepts a variety of payment methods as a convenience to its customers. This policy establishes the circumstances under which refunds may be issued and explains how common payment errors are handled.

Payments are processed through automated payment systems and are applied to customer accounts based on the payment information provided by the payer. Customers are responsible for submitting payments to the correct payee and for providing accurate payment information, including the correct MGSD account number. MGSD is not responsible for errors resulting from incorrect or incomplete payment information provided by the payer.

<u>Payments Intended for Other Utilities</u>

MGSD frequently receives payments from its customers that are intended for other local utility providers, such as the Town of Minden, the Town of Gardnerville, Gardnerville Water Company, and Douglas Disposal.

Customers are responsible for submitting payments to the correct payee and for providing accurate payment information.

If MGSD receives a payment that was intended for another utility provider and the payer does not have an outstanding MGSD account balance, the payment may be refunded.

MGSD is not responsible for any late fees, penalties, service interruptions, or other consequences resulting from payments submitted to MGSD which were intended for other utility providers or agencies.

<u>Duplicate or Overpayments</u>

If MGSD receives a duplicate payment or overpayment, the amount shall first be applied to any outstanding balance owed to MGSD.

If no balance is due, the remaining credit may, at the customer's request, either:

- remain on the account to be applied toward future sewer service charges; or
- be refunded in accordance with this policy.

Property Sales and Escrow Transactions

When applicable, MGSD provides sewer payoff information to title companies and escrow agents. Payments received through escrow are applied to the property's account based on the information provided during the closing process.

If you believe you made a payment that duplicates a payment submitted through escrow, title, mortgage, or another closing agent, please contact your title company or escrow agent first. In most cases, duplicate payments are resolved through the settlement and proration process completed during closing.

If it is determined that MGSD received duplicate payments resulting in an overpayment on your account, MGSD will review the account and determine whether a refund is appropriate under this policy.

Automatic Payments

Customers may cancel recurring automatic card payments at any time by logging into their PayFabric account or by contacting MGSD Staff.

Cancellation requests received after a scheduled payment has begun processing may not prevent that payment from being completed.

Refund Processing

Refund requests must be made within six (6) months of the payment date. If MGSD determines that a refund is appropriate:

- Refunds will be issued to the original payment method whenever possible. If the original payment method is no longer available, MGSD will determine an alternate refund method.
- MGSD may request documentation to verify the identity of the original payer before issuing a refund.
- Refunds are generally processed within 7–10 business days after approval, although processing times may vary depending on your financial institution.