

WSSC CODE OF REGULATIONS

2024

Title 3. Customer Management

Subtitle 3. Customer Service

Chapter 3.25. Billing and Collection Water and Sewer Use Charges and Related Fees

3.25.170 REFUNDS OF CREDIT BALANCES

(A) *ACTIVE ACCOUNTS.* (1) EXCEPT AS OTHERWISE PROVIDED IN THIS SECTION, WHEN THERE IS A CREDIT BALANCE ON AN ACTIVE ACCOUNT, THE CREDIT BALANCE SHALL:

- (I) REMAIN ON THE ACCOUNT;**
- (II) BE SHOWN AS A CREDIT ON THE BILL; AND**
- (III) BE APPLIED TO FUTURE WATER AND SEWER BILLS.**

(2) WSSC SHALL ISSUE A REFUND OF A CREDIT BALANCE ON AN ACTIVE ACCOUNT WHEN:

(I) A CUSTOMER REQUESTS THE REFUND; AND

(II) 1. THE AMOUNT OF THE CREDIT IS 75% OR GREATER THAN THE CUSTOMER'S MOST RECENT BILL; OR

2. IF THE MOST RECENT BILL IS NOT IN LINE WITH THE CUSTOMER'S NORMAL USAGE, THE CREDIT IS 75% OR GREATER THAN THE NEXT MOST RECENT BILL THAT REFLECTS THE CUSTOMER'S NORMAL USAGE.

(3) NOTWITHSTANDING THE CRITERIA SET FORTH IN SUBSECTION (A)(2)(II) OF THIS SECTION, THE DIRECTOR OF CUSTOMER SERVICE MAY AUTHORIZE A REFUND OF A CREDIT ON AN ACTIVE ACCOUNT UPON A FINDING THAT APPLICATION OF SUBSECTION (A)(2)(II) WOULD CREATE AN UNDUE HARDSHIP.

(B) *CLOSED ACCOUNTS.* (1) IF A CREDIT BALANCE OF \$100 OR MORE REMAINS ON AN ACCOUNT THAT HAS BEEN CLOSED, WSSC SHALL:

- (I) NOTIFY THE CUSTOMER OF THE CREDIT BALANCE; AND**

(II) PROVIDE INFORMATION ON HOW TO OBTAIN A REFUND.

(2) IF WSSC IS UNABLE TO CONTACT A CUSTOMER REGARDING THE CREDIT BALANCE ON A CLOSED ACCOUNT, WSSC SHALL IN ACCORDANCE WITH THE MARYLAND UNIFORM DISPOSITION OF ABANDONED PROPERTY ACT:

- (I) DESIGNATE THE CREDIT BALANCE AS UNCLAIMED PROPERTY; AND**
- (II) REMIT THE FUNDS TO THE STATE OF MARYLAND.**

(3) EXCEPT AS PROVIDED IN SUBSECTION (C) OF THIS SECTION, WSSC SHALL REFUND A CREDIT BALANCE ON A CLOSED ACCOUNT UPON REQUEST FROM A CUSTOMER.

(C) *RESTRICTIONS ON CREDIT BALANCE REFUNDS.* NOTWITHSTANDING THE STATUS OF AN ACCOUNT, WSSC MAY:

(1) REFUSE TO ISSUE A REFUND FOR A CREDIT BALANCE IF THE CUSTOMER HAS PAST DUE CHARGES ON OTHER ACCOUNTS THE CUSTOMER HOLDS WITH WSSC; AND

(2) APPLY A CREDIT BALANCE TO THE PAST DUE CHARGES ON OTHER ACCOUNTS HELD BY THE CUSTOMER WITH WSSC.

(D) *REFUNDS ONLY ISSUABLE TO PAYOR.* WSSC MAY ONLY ISSUE A CREDIT BALANCE REFUND TO THE PERSON WHO MADE THE PAYMENT FOR WHICH CREDIT IS BEING SOUGHT.