

Balance Refund Policy

PURPOSE. The purpose of this Balance Refund Policy is to implement a refund policy for credit balances on closed electric, water, sewer or property tax accounts with the Village.

OBJECTIVE: From time to time credit balances remain after a customer moves and the utility or tax accounts have been closed. This policy will set the protocol for refunding the remaining credit balance.

STANDARD REFUND PROCESS: Credit balances of **\$3.00 or more** will be automatically refunded by check and mailed to the customer's forwarding address on file within 30 days of the final bill.

BALANCES UNDER \$3.00: If the account balance reflects a **credit of less than \$3.00**, a refund check will **not** be automatically issued. Customers wishing to receive this refund must contact the Village's Customer Service department to make arrangements. This may include:

- Applying the credit to another active account (if applicable)
- Requesting a refund check.

HOW TO CONTACT US: To request a refund for a credit balance under \$3.00, please contact our Customer Service team:

- Phone: 802-868-3397
- In person: 120 First St., Swanton, VT 05488
- Office hours M-F 7:30 am – 4:00 pm (closed from 12:00 – 12:30 for lunch)

UNCLAIMED CREDITS: Credit balances under \$3.00 that are not claimed within one year of the account closure may be treated in accordance with applicable unclaimed property laws or retained in accordance with utility policy.

The foregoing Policy is hereby adopted by the Trustees of the Village of Swanton, Vermont, this XX day of XXXX 2025 and is effective as of this date until amended or repealed.

Village Treasurer

Village President
