

City of Oak Harbor Utility Billing (UB) Client Refunds Procedure

Policy

It is the policy of the City of Oak Harbor to refund Utility On Account balances to its customers within 60 days of account closure date.

Procedure

Based on the above-stated policy, the City of Oak Harbor will refund Utility overpaid accounts back to its customers on a monthly basis. Within the first week of any month, the Billing Clerk will print the Refunds Due report from Inforum Gold (EDEN). The Refunds Due report will only include on account balances for closed accounts. The UB closing date must be no earlier than the last day of the previous month.

If an account is still active but the customer has requested a refund of a high overpayment, the City can use its discretion on whether or not to refund the customer the overpayment amount while the account is still accruing charges.

The Refunds Due report will be examined by the Billing Clerk for suspicious activity and balance. The Billing Clerk will examine each account individually presented for a refund and determine if a refund is truly justified or if the account is not completely resolved or is showing up to be refunded in error. The report will then be given to the Accounts Payable (AP) Clerk for Vendor search. The AP Clerk will search the EDEN Vendor database for names of Vendors matching the UB customers being refunded. Vendor numbers will then be provided for Vendors with AP activity in the system. It is the Billing Clerk's responsibility to further update the UB customer's Supplemental information with the Vendor number provided by AP.

Upon Vendor update of the UB customer's files in EDEN, the Refunds Due report will be submitted to the Internal Auditor for approval and signature. Following the Internal Auditor's approval of refunds, the Billing Clerk will proceed with the refund process in UB. Receipt Adjustments or Negative Receipts will be used to refund On Account balances on Customers' accounts in EDEN. On Account balances of \$1 or less will be journaled to revenue and not refunded. Those balances will be specifically subtracted from the Refunds Due Report total and identified as "Misc Revenue JE" amount. A copy of the report will then be given to the Accountant responsible for journaling the revenue.

The Billing Clerk will print out the Receipt Adjustments and Negative Receipts summary with totals matching the Refunds Due report and provide all documentation to the Internal Auditor for signature and interfacing into the AP and GL modules. The signed Refunds Due report will then be provided to the AP Clerk no later than the Friday before the 2nd Council meeting of the month for processing. Copies will be made for the Refunds Binder and the Utilities Reconciliation folder.