

SOUTH PLACER MUNICIPAL UTILITY DISTRICT POLICIES

Policy Name:	3175 – REFUND POLICY		
Approval Authority:	SPMUD BOARD OF DIRECTORS	Adopted:	05/06/2021
Resolution No.	21-14	Revised:	

PURPOSE

The purpose of this policy is to establish criteria for issuing refunds of overpayments made to the District.

POLICY STATEMENT

Section 1: General

Sewer service accounts shall remain in the name of and be the sole responsibility of the real property owner. The real property owner shall remain liable for the monthly service charge (billed quarterly) as long as the building sewer is connected to the public sewer system, regardless of vacancy.

Section 2: Policy Statement

- A. *Refunds on Active Accounts.* Refunds on active accounts will be made upon request only.
- B. *Refunds on Inactive Accounts.* Sewer service is not disconnected or “shut off” but merely transfers with a change in ownership. It is the responsibility of the property owner to notify the District upon transfer of legal ownership. Service transfers are effective upon the recording of the real property deed or other title document transferring ownership with the Placer County Recorder’s Office.

Upon transfer of ownership, a new sewer service account shall be created; however, all unpaid sewer service charges will remain with the property that received the service and therefore become the responsibility of the new owner of record. Overpayments on an inactive sewer service account will automatically be refunded if the District has an updated mailing address on file or if the property owner’s address is different than the service address (e.g. a landlord selling a rental property or uses a P.O. Box).

- C. *Unclaimed Property.* When a refund balance exists on an inactive account where the District does not have an updated mailing address for the account holder, the District will send a letter to the last known address regarding the refund balance and requesting an updated mailing address. If the refund balance remains unclaimed after two (2) years, a second letter will be sent to the last known address notifying the account holder that their property may be referred to the State Controller’s Office. Unclaimed refunds will also be posted to the District website annually. Any refund balance that is unclaimed after the required dormancy period of three (3) years will be transferred to the California State Controller’s Office.