



City of Nampa Utility Billing

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<i>Policy No.</i>		<i>Subject</i>	NSAC Credit Transfer Policy
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Policy

A "Credit on Deleted Accounts" report will be run weekly on both utility and irrigation accounts.

Once a credit has been identified the CSR will look to see if that customer has any other open accounts. If there is an account with balance outstanding, the credit balance will be transferred over to that account.

If there is no other active account under the customer's name and the credit amount is more than one dollar, the credit will be transferred to the Unclaimed Funds (Account # 041704-000). If the credit amount is less than one dollar, the credit should be transferred over to the Nampa Shares and Cares account.