

**Powell-Clinch Utility District**  
**Credit Card Acceptance Policy**  
**Approved: July 15, 2016**  
**Effective: July 15, 2016**

***BACKGROUND AND PURPOSE***

In order for the Powell-Clinch Utility District (the “District”) to provide its customers with convenient methods for payment of their utility bills and other related goods and services, the District shall accept customer payments by credit card in accordance with the following policy.

1. The District will accept credit or debit cards from the following companies:
  - (a) Master Card
  - (b) Visa
  - (c) Discover
  
2. The District will accept credit or debit cards presented in the following manner after performing the actions listed for each option:
  - (a) When presented in person, the District will check the following:
    - i. Require proof of identification;
    - ii. Check expiration date of the card;
    - iii. Compare the signature on card to the sales draft signature.
  
  - (b) When presented over the telephone:
    - i. Check expiration date of the card;
    - ii. Verify the card verification value (CVV) security code number on the front or back of card;
    - iii. Verify cardholder’s billing address.
  
  - (c) When presented by internet:
    - i. Check expiration date of the card;
    - ii. Verify the CVV security code number on the front or back of card;
    - iii. Verify cardholder’s billing address.
  
3. The District will accept credit or debit cards for all goods and services up to a maximum of \$5,000 per transaction.
  
4. The District shall charge no processing fee in accordance with the waiver of processing fee exception authorized by TCA 9-1-108(3).
  
5. The District shall use electronic authorization terminals approved by the credit card merchant services provider.

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6. The District shall not make any cash advances or cash returns on cards presented.
7. If a card or purchase by the card is rejected by the processing company at the time it is presented the District will require payment by another method (cash, check or another authorized card).
8. If a payment by credit card is not honored by the credit card company issuing the card, or if a payment by a debit card is not honored by the entity on which the funds are drawn, the District will collect a service charge from the person presenting the card. The amount of the service charge shall be the same amount as the fee charged for a returned check drawn on an account with insufficient funds (this section does not apply if an electronic device is used to conduct the transaction, the card and card holder are present, and the District employee who takes the card learns of the declination of the credit card or debit card payment at the time the transaction is processed).