

VILLAGE OF CARBON CLIFF

PRIVACY NOTICE

Information given for utility bill purposes will only be used for supplying utility services, billing and requirements required by law.

The Village of Carbon Cliff will not:

- Sell, lease, loan, trade, or rent you Credit Card or Social Security numbers to a third party for any purpose;
- Publicly post or publicly display your Credit Card or Social Security numbers;
- Print your Credit Card or Social Security numbers on any card required for you to access our services;
- Require you to transmit your Credit Card or Social Security numbers over the Internet, unless the connection is secure or your numbers are encrypted; or
- Print your Credit Card or Social Security numbers on any materials that are mailed to you, unless State or Federal law requires your Social Security number to be on documents mailed to you, or unless we are confirming the accuracy of your Social Security number. If mailed, your Social Security number will not be visible without opening the envelope in which it is contained.

Contesting the Charges on your bill

If after you have talked to the Water Department you still do not agree with the charges that appear on your bill, you may submit in writing a request to have your bill reviewed by our “**Public Works Hearing Committee**”. The committee will then review your bill and inform you in writing of their decision. A meeting with you may be required before a decision is reached.

Refund of overpayment by use of Credit Card

If overpayment is made by using a Credit Card, submit written request for the overpayment amount to be refunded or applied to the account. Each requested will be investigated to find if this is actually an overpayment. If found to be an overpayment it will be submitted for approval to the Village President and Board of Trustees to credit the overpayment back to the customer using the same Credit Card Account used for the original payment.