



Policy 2022-02

CUSTOMER REFUND POLICY

TO: Selectboard

FROM: Amber N. Baker, Finance Director

RE: Revision to Customer Refund Policy 2022-02

DATED: June 13, 2024

EFFECTIVE DATE: Immediately

PURPOSE

This policy establishes the parameters and procedure for issuing customer refunds outside of the regular accounts payable warrant process to provide better customer service by returning funds to customers in a more timely manner.

PROCEDURE

A customer can request a refund of various fees paid to the Town. The following is a list of refunds that may be issued to customers outside of a regular AP warrant upon review/approval by the Finance Director and Treasurer:

- recreation program fees
- facility/equipment rental fees
- purchase price and interest related to the redemption of property purchased at tax sale
- property tax overpayments (overpayments of total annual amount due made by the property owner or escrow agent-refund will only be issued when credit is unable to be applied to a future property tax bill; overpayments as a result of a State payment must be issued through the regular AP warrant process)
- Pass Thru Grant payments when the payment to the vendor is required before the next set of board orders can be acted upon by the board.

The regular process to request a refund or payment must be followed, to include backup detailing the refund amount requested. The department manager must present the request to the Finance Director for review and approval. The Finance Director will coordinate with the Treasurer and finance staff to produce an offcycle warrant and check. Off-cycle warrants will be produced once per week on the weeks that the Selectboard does not have a scheduled meeting only.

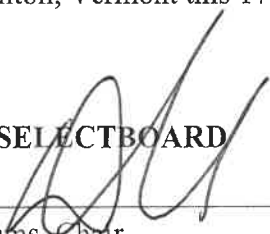
The Treasurer will have full authority to review, approve and sign the warrant and refund check(s) on behalf of the Selectboard. The warrant will be presented at the next regular Selectboard meeting for postapproval by the Selectboard.

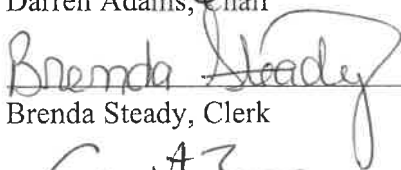
ADOPTION

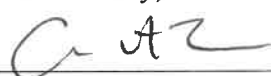
The Milton Selectboard, acting in regular session on June 17, 2024 voted in favor of the revised Customer Refund Policy, as outlined herein as Policy 2022-02. Further, that this referenced Policy shall be part of the permanent record of the attachment of the same to the Minutes of the aforementioned Meeting.

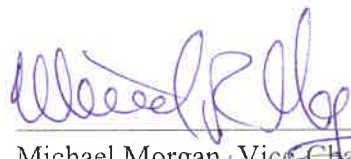
Dated at Milton, Vermont this 17th day of June, 2024.

MILTON SELECTBOARD


Darren Adams, Chair


Brenda Steady, Clerk

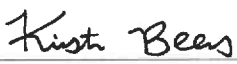

Chris Taylor


Michael Morgan, Vice-Chair


Leland Morgan

Filed with the Milton Town Clerk's Office this 18th day of June, 2024.

ATTEST:



Milton Town Clerk