

City of Southfield Water Department
Terms and Conditions
Online Payments of Water Bills

This document is to provide you the terms and conditions applicable to the online payment system we provide. When you use this service, you and any person you authorize to perform these functions on your account are deemed to have accepted and agreed to all of these terms and conditions, without any limitations or qualifications whatsoever.

Customers paying water bills online do not have to pay any processing fee for the transaction. The credit card processing costs are absorbed by the city for water bills.

Privacy Policy – We will never disclose any personal information about you to a third party unless compelled to do so by law or a court of competent jurisdiction.

Contact Information - Customer Service – The City of Southfield Water Department, Southfield, MI 248-796-4850

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REFUND POLICY

Online Credit Card Payment – This payment is non refundable unless a refund request meets the guidelines specified under the Refunds section of this policy.

Refunds – City of Southfield will only issue refunds on credit card payments in cases of fraud or at Southfield’s discretion. Requests for Refunds should be made no later than 60 days after the payment posts to the utility customer’s account. Requests submitted after 60 days will not be refunded.

A valid reason is required for refund. In cases of fraud, the customer must submit a signed affidavit from the bank or the agency issuing the credit card.

Reasons for disqualifying a refund are listed below:

- Duplicate payments entries will not be refunded, but will be applied to the customer’s utility account.
- Inability to report fraudulent payments within 60 days will disqualify the Request for Refund.

If you wish to make a request for refund, please call the City of Southfield Water Department office at 248-796-4850.

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