

Refund Policy for Customer account

Refunds for payments made to Castalian Springs-Bethpage Water Utility District, whether in person, through postal mail, ACH, via telephone, or through a third party payment processor linked from our website, will be issued upon the closing of the account when payments made result in an excess credit balance on the account. A refund check will be mailed to the customer's last known address.

Adjustments or refunds for Card payments must be issued to the Card account used for the original transaction and must be processed before payment has been posted to the account. Credits to your Card account may take 24-72 hours to appear on your Card statement. We do not hold or block your card account.

For all inquiries, call 615-841-3724.