

Refund Policy for Client Websites

Refunds for payments made to Susanville Sanitary District, whether in person, through postal mail, via telephone, or through a third party payment processor linked from our website, will be issued upon the request of the account holder when payments made result in an excess credit balance on the account. Refunds for Card payments will be issued to the Card account used for the original payment and will be processed within 2-3 business days of payment being posted to the account. Credits to your Card account may take 48-72 hours from the time we submit the refund until it appears on your Card statement. Payments made via ACH (directly from your bank account) to Susanville Sanitary District will be refunded directly back to the bank account of the account holder within 7-10 days of the transaction. For all inquiries, call 530-257-5665.