

CITY OF STATESBORO REFUND POLICY

All transactions conducted using the City of Statesboro's online billing system are final. In the event that an overpayment occurs, you will need to provide the City of Statesboro with your customer number, the date of payment, the amount of payment and a copy of the payment confirmation or transaction detail report provided by your financial institution. Credits for overpayments are automatically credited to a customer's account during the subsequent billing cycle. In the event that a refund is due on a terminated final utility account or the overpayment of a court fine, such overpayment shall be refunded to a customer in the form of a check, which will be produced within fifteen days of the refund request.