

**DISTRICT 2 PUBLIC HEALTH
ENVIRONMENTAL HEALTH FEES REFUND POLICY
Policy # 172
Effective December 1, 2007**

I. GENERAL

A. OBJECTIVES

To ensure that all refunds of fees collected for environmental health services be made appropriately by Health Department staff, and to provide the necessary audit trail.

B. AUTHORITY AND RESPONSIBILITY

1. The District 2 Public Health Management Team, in consultation with the District Environmental Health Director, is responsible for publishing the District 2 Public Health Environmental Health Fees Refund Policy, and the District Health Director will approve all changes to this policy. No changes are to be made to this policy unless the directive for the change has been made in writing by the District Health Director.
2. A copy of this policy is to be kept on file in the Environmental Health office at all times.

II. REFUND GUIDELINES

A. ON-SITE SEWAGE MANAGEMENT PROGRAM

1. If a refund request on a permit is made within twelve months of application and payment and there has been NO effort expended by the Environmental Specialist and no system has been installed, the fees paid less a \$25.00 administration fee will be refunded.
2. If a refund request on a permit is made within twelve months of application and payment and there HAS been effort expended by the Environmental Specialist, but no system has been installed, the fees paid less 50% for administration and work actually completed will be refunded.
3. If the client has paid for an evaluation of an existing system and that evaluation by the Environmental Specialist results in system replacement or major repairs that require the client to obtain a septic system permit, then the fee paid for the evaluation can be deducted from the fee for the septic system permit.

Likewise, if a septic system permit is applied for, then it is discovered that a higher cost permit is needed (such as for a pump system, change in system size, etc.), the fee paid for the original permit can be deducted from the fee for the higher cost permit.

No refund of the original fee is made under these circumstances.

4. If the septic system has been installed, no refund is granted.
5. No refund will be granted on expired permits. Note, however, that a permit granted an extension is a valid permit, and a refund can be granted according to the normal guidelines, so long as the request is made within the extension period.
6. If a septic system permit is applied for but the lot is not approved, the fees paid will be refunded in full.

B. GENERAL / OTHER PROGRAMS

1. Water sample fees are refundable **ONLY** if the sample was never performed. A \$15.00 administrative charge will be deducted from the refund.
2. Initial food service fees, initial tourist accommodation fees, and initial pool fees are refundable **ONLY** if the initial inspection was never performed and the facility is not going to go into operation.
 - a. If there has been **NO** effort expended by the Environmental Specialist, a \$25.00 administrative charge will be deducted from the refund.
 - b. If there **HAS** been effort expended by the Environmental Specialist, the fees paid less 50% for administration and work actually completed will be refunded.
3. Plan reviews are refundable **ONLY** if no part of the review has been performed. A \$25.00 administrative charge will be deducted from the refund.
4. There is no refund for all other services since they are performed at the time of payment of the fee, except as specified in **B.5**.
5. If a duplicate fee is paid for a given service (i.e. a single service is paid for twice), a full refund of the duplicate fee is granted.

III. REFUND PROCEDURES

A. REQUEST

These refund procedures are to be followed regardless of the original payment type, i.e. cash, check, credit card, debit card, etc.

The client is expected to provide the receipts of payment of the fees for which a refund is being requested.

1. If a refund is permissible, the Environmental Health Clerk (or other staff as deemed appropriate) shall:
 - a. Fill out the Request for Refund form, filling in all applicable information, including the amount to be refunded, the name and address of where the check is to be sent, and the reason the refund is being requested.
 - b. Attach the applicable fee receipts(s), provided by the client, and permit applications.

- c. If the client does not provide the applicable fee receipt(s), the clerk must verify that payment was received by auditing the fee sheet and the environmental files.
2. The County Environmental Health Manager shall review each request for a refund and sign the request form if approved.
3. The Request for Refund form, along with a copy of the permit application and fee receipts received from the client, shall be forwarded to the District Environmental Health Director or Deputy District Environmental Health Director.
4. The client should be informed that the refund check, if approved, will be sent within 15 days of final approval and receipt by the accounting department. If payment was made by check less than 30 days prior to the refund request, this time period may be longer. (See **B.2.**)
5. The original permit application shall be annotated VOID and filed numerically with other permit copies.

B. APPROVAL AND PAYMENT

1. The District Environmental Health Director or Deputy District Environmental Health Director will review each request for a refund, and will forward to accounting for repayment if approved.
2. Refund payments will be made by check and sent to the person and address listed on the Request for Refund form. If the fee to be refunded, whether wholly or in part, was paid by check, no refund will be issued until 30 days after the check was deposited, in order to ensure the payment cleared the bank.

IV. INDIVIDUAL COUNTY REFUND POLICIES

Individual County Boards of Health may adopt county-specific environmental health fees refund policies. These policies supersede the District 2 Public Health policy and are to be followed whenever applicable. The District 2 Public Health policy is to be followed for any situation not covered by a specific County Board of Health policy.

David N. Westfall, MD

Date