



Samuel A. Charles Street No. 9  
The Bottom | Saba | Dutch Caribbean | PO Box 43  
Tel: (+599) 416-3266 | Fax: (599) 416-3535 | Email: [billing@sabaelecnv.com](mailto:billing@sabaelecnv.com)

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## Refunds for Utility Customer Credit Balances Policies and Procedures

### Purpose:

Electricity services are irrevocable. However, Saba Electric Company NV realizes that exceptional circumstances can take place that may require credit adjustments. The purpose of this policy is to establish uniform guidelines for the issuance of utility customer refunds resulting from overpayment and transfer of credit balances on utility accounts.

### Policy:

#### For Active Accounts:

Any overpayment made by a customer on a utility account will be reflected as a credit balance on the customer's account that will be applied to future bills.

Refunds for payments made by check, over the counter or through a bank on any utility account will be issued upon the request of the account holder when payments made result in a credit balance that exceed \$300.00 on the account.

Refunds for online credit card transactions will be issued to the card account, if requested, within one (1) business day of payment being posted to the account. Requests made after the expired one (1) business day period will be issued by check if the amount exceeds \$ 300.00

Refunds will only be processed within fifteen (15) days of payment being posted to the account.

No refund will be processed if the next bill is scheduled to be issued within thirty (30) days from date of payment being posted to the account.

In the event a billing adjustment creates a credit balance on the account, the credit will be applied to future bills.

#### For Inactive/Closed Accounts:

Refunds for closed accounts are not automatic and are only processed upon request of the account holder. Refunds for any closed account must be made within a two (2) year period and will be issued by check.

Any credit balance in the amount of \$ 5.00 or less remaining on the account after ninety (90) days from issuance of the final bill shall be written off by Saba Electric Company NV

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Any credit balance held for more than two (2) years will be written off the account.

To Request a Refund:

All refunds are processed upon request of the account holder and must be made in writing. The request can be made by email at [billing@sabaelecnv.com](mailto:billing@sabaelecnv.com) or through regular mail, Addressed to the following:

Saba Electric Company NV  
Samuel A. Charles Street # 9  
The Bottom, Saba  
Dutch Caribbean

In case of a dispute, the key to speeding up the refund is having proof of payment. Proof of payment may be required by furnishing one of the following:

- Copy of front and back of cancelled check(s): or,
- Copy of payment receipts(s).

For accuracy when processing a refund, the following information is required and must be present in request:

- The account number to which the payment was made;
- The first and last name and mailing address; and,
- A brief explanation giving reason for the refund.

If another party paid the utility account (such as a builder, prior or subsequent owner, title company, leaseholder, mortgage company, or someone who owns part of the same property), the party may be asked to provide proof of identification to ensure that refunds only go to the appropriate party.

Receiving a Refund:

Refunds are made in the form of a check made payable to the registered name on the account. No interest will be applied to refunds.

The refund process may take up to twenty-one (21) days to process and issue.

Transfer of Credit Balance:

A credit balance may be transferred from one account to another, provided both accounts share the same account holder. A written request is required, along with proof of payment and brief explanation as to why the credit transfer should occur.

It is understood that Saba Electric Company NV may but need not, apply the credit balance on bills for prior services and that the right of Saba Electric Company NV to shut off service, shall exist even though the credit balance has not been applied as payment of past due bills for services. On final settlement of

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customer's account, any credit balance will be transferred, upon request, to the account holder by Saba Electric Company NV at the time of request. Charges and unpaid accounts shall be considered delinquent notwithstanding the existence of a credit balance transfer, and the customer shall not have the right to compel Saba Electric Company NV to apply the credit balance to any account to avoid delinquency.

**Customer agrees to be bound by the rules, regulations, resolutions, or ordinances enacted or adopted by the governing body applicable to Saba Electric Company NV**

**Questions about Refunds for Utility Customer Credit Balances  
Policies and Procedures can be directed to Mr. Mark Zagers at 011 599 4163266 ext. 201**

Approved on July 15, 2020

A blue ink signature of Charles D. Johnson, consisting of several overlapping loops and a horizontal line at the end.

Charles D. Johnson  
President Director  
Saba Electric Company

A blue ink signature of Mark A. Zagers, featuring a large, stylized loop at the top and a horizontal line at the bottom.

Mark A. Zagers  
Managing Director  
Saba Electric Company