Attachment 21c

Cost Justification
Returned Payment Charge

NONRECURRING CHARGE COST JUSTIFICATION

Type of Charge:___Returned Payment Fee

1. Field Expense:

   A. Materials (Itemize)

   _____ $_____
   _____ _____
   _____ _____

   B. Labor (Time and Wage)

   _____ _____

   Total Field Expense $ 0.00

2. Clerical and Office Expense

   A. Supplies *Printed Letter, Envelope ($1.00), and Mailing of the letter via U.S. Postal Service ($.78)* **$ 1.78**

   Total Clerical and Office Expense **$ 1.78**

3. Miscellaneous Expense

   A. Transportation $_____

   B. Bank/Processor Fees $5.00 Returned echeck
   $10.00 Dishonored Credit Card
   $0.00 Returned paper check

   Average cost associated with Returned Payment: $1.78 + 6.78 + 11.78 = $20.34
   20.34/3 = $6.78

   Total Nonrecurring Charge Expense **$ 6.78**

The Association requests that the Commission round either up or down to a whole dollar amount for the sake of billing simplicity.

CITIZENS
NATIONAL BANK
Moving Forward Together

01/27/2026

Southeastern Water is not charged any fees when a customer has a returned item

Donna Sanders
AVP/Bookkeeping Supervisor

Outlook

RE: Returned Charges

From Johnna Reed <johnnar@efexsys.com>
Date Tue 10/27/2026 3:38 PM
To Mona Taylor <monat@southeasternwater.net>

Neutral (From: johnnar@efexsys.com, External)

Graymail Spam Phish More... User Quarantine Protection by USS

Hi Mona.
That charge is currently $5 for eCheck and $10 for credit card – per transaction. Those rates are set by the processors so would be subject to change at their discretion.

Thanks.

Efexsys

Johnna Reed
Efexsys LLC
Office: 270.906.9834 - Fax: 270.527.3132

From: Mona Taylor <monat@southeasternwater.net>
Sent: Tuesday, October 27, 2026 8:07 AM
To: Johnna Reed <johnnar@efexsys.com>
Subject: Returned Charges

Good morning,

We are in the middle of a Rate Study and are answering questions for a PSC order.

Can you please let me know exactly what charges we would incur when someone has a returned item or charge back?

Thank you,
Mona
Southeastern Water Association