

Town of Smyrna Policy – 24 Good Month Payment History

Residents that have had 24 consecutive on-time payments are eligible to have their advance payment credited to their account.

Disqualification for advance payment credit:

- Outstanding balances on business licenses, manufactured home placement permits, other utility accounts, code enforcement invoices, past due taxes or any other outstanding balance.
- Courtesy late charge adjustment within the 24-month period (not to be confused with late charge adjustments for on-time mail payments)

These credits will only be applied to the utility account they are associated with and will not be a refund check or applied to any other balance. This is not an automated process, **this is a manual process** that has recently been resumed and there is a current backlog. Notices are being sent out when the credit is applied to the account.

If the account does not qualify for the 24 Good Payment History, the advance payment on the account will be applied to the final bill.

This process has been resumed as of 5/19/2025 and can be found in the minutes of the 5/19/2025 council meeting.