

Witham & Humber Drainage Boards.

[Incorporating Upper Witham IDB, North East Lindsey IDB, Witham First District IDB and Witham Third District IDB].

Refunds policy

The purpose of this policy on payment refunds is to provide clarity for staff processing payments and refunds and to provide prior guidance to be available on the 4 Boards' website as to how payments will be processed and under what circumstances refunds will be provided to customers.

Drainage Rates and invoices for goods and services

Refunds are not offered unless a Drainage Rates payer or Customer has paid the relevant Board more than they owe in error, and that being the case they do not wish that credit balance to carry over to the next financial year. If you believe that you have overpaid, you must get in touch with us at rating@witham3idb.gov.uk to set out your concerns in writing, or if you are unable to do this please in the first instance phone the Board during office hours Monday to Friday on 01522 697123 to let us know of your concerns [please ask to speak to one of our two Ratings Officers].

Any refund processed and honoured by Worldpay (the 4 Boards' payment provider) which has not been agreed to in advance will be collected from the Drainage Rates payer or Customer through the usual collection procedure, which may include Court action and imposition by the Board of additional collection charges.

Consent Application fees

At present, each of the 4 Boards charges a standard consent fee of £50 per consent application, in keeping with the national provisions of the Land Drainage Act [1991]. No refund is payable by the Boards for any withdrawn consent application or for an application which is determined and refused.

Any refund processed and honoured by Worldpay (the 4 Boards' payment provider) which has not been agreed to in advance with the relevant Board's officers will be collected from the Applicant through the usual collection procedure, which may include Court action and imposition of additional collection charges.

10.03.21.

Approval Date: Joint Services Committee 10.05.21.

Review Date: Within 3 years of approval, or when changes to legislation/ guidance dictates.