

Woodlawn Utility District

Penny Policy

Effective Date: September 1, 2026

Due to the nationwide penny shortage and the limited availability of pennies, Woodlawn Utility District is implementing the following policy for customers who make cash payments.

Policy

1. This policy applies **only to cash payments** for utility bills that require change to be given.
2. When a customer seeks to pay a utility bill that does not end in a multiple of \$0.05 with cash, the utility will request that the customer provide the exact amount due.
3. If the customer is unable to provide exact change, the utility will offer alternative payment methods, including debit cards, credit cards, electronic checks, or the online payment portal.
4. If the customer is unable or unwilling to use one of the alternative payment methods offered, the utility will round the cash payment up to the nearest five-cent (\$0.05) interval. The difference between the amount owed and the amount paid will be applied as **a credit** to the customer's utility account and automatically applied toward the customer's next monthly bill.
5. **This policy applies only to cash transactions.** Customers paying by check, debit card, credit card, or through the online payment portal will continue to pay the exact amount due.

Woodlawn Utility District appreciates the cooperation and understanding of its customers as we implement this policy in response to the ongoing shortage of pennies while continuing to provide efficient customer service.

Drafted 08/07/2026

Adopted 08/19/2026



General Manager