

1. If a customer is unresponsive and/or a project fails to move forward, the project lead may determine that the project is dormant. The PUD will make contact with the customer by email stating that the project will be closed within 30 days due to being dormant. At that time credit or balance due will be communicated.
2. Following the PUD email notification of a dormant project, the project lead can make the decision whether to keep the project active or close it out as dormant.
3. If a project is determined to be dormant following the 30-day email notification, the PUD will bill for any amount due or issue a refund if a portion of the deposit is unused.