

Sewer Adjustment Policy 2017-01

Purpose

This policy is created to deal with situations where the metered water usage of any utility customer, during a standard billing cycle, exceeds the customer's historical average metered usage by twenty percent (20%) or more based on the average usage of the immediately preceding 4 billing cycles. This policy creates a procedure for utility customers to dispute the metered usage in an unbiased, equitable manner by the Village Board who serves as the Village's Water Utility governing body.

General Policy Guidelines

- If a request for a sewer adjustment is received from a customer, the Village will review the consumption concern to verify that there was not an error in data entry or a malfunction of Utility-owned equipment. If an error or malfunction is found, the Village will correct the error and adjust the bill accordingly.
- If it is determined by the Director of Public Facilities that water was consumed but not returned to the sanitary sewer system, the Village Board, at its sole discretion, may authorize a credit to a customer for sanitary sewer charges. Village Staff does not have the authority to offer a credit, all adjustments require Village Board approval.
- Adjustments will only apply to the current utility billing cycle.
- No adjustments shall be made for sewer services supplied after a customer has been notified by the Village of a potential problem and has had an opportunity to correct the condition.
- If an adjustment is deemed warranted by the Village Board, the amount of the adjustment shall be based on the incremental amount of water metered over historical averages.
- It is not fiscally responsible to consider billing adjustments for situations of high water usage that was returned to the sanitary sewer system. This is due to the fact that the water utility and the wastewater department incur the same costs to pump and treat clean water as it does dirty water.
- The Village is not responsible for plumbing matters or problems that occur on the customer side of the meter. It is the responsibility of the utility customer to monitor for malfunctioning appliances and fixtures, water leaks, and water wasting habits.

Application

The customer must submit a request for an adjustment in writing to the Village Board by delivering the request to the Village Clerk. The request shall include the following information: the situation that occurred including documentation that the water did not return to the sanitary sewer system, and what has been done to correct the situation. The request may include a statement from a licensed plumber certifying that the issue was found and corrected. Village Staff will review the written request and determine if additional information is needed. If the

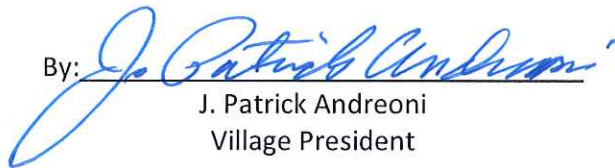
request is determined to be complete and accurate, the request will then be place on the agenda of a future regularly scheduled meeting of the Village Board. The Public Facilities Director may choose to submit a written report of the situation to the Village Board for its consideration. The Village Board shall then review the item and render a decision based upon the information presented. The decision of the Village Board shall be final.

Sewer Adjustment Policy #2017-01 will take effect immediately upon adoption by the Village Board for the Village of Cross Plains.

Dated this 26th day of June, 2017.

Village of Cross Plains:

Attest:

By: 
J. Patrick Andreoni
Village President

By: 
Caitlin Stene
Village Administrator/Clerk