



WATER SEWER FORGIVENESS POLICY

Leak Forgiveness

If a user has a leak, burst pipe, or similar problem that results in extraordinary water loss, the user can request forgiveness of the Village Board.

This forgiveness can take two forms.

1. Request a modified bill for both water and sewer.

The request should be made in writing within 30 days after the user could reasonably be aware of the leak, which generally means within 30 days of receiving one's water bill.

This request will be granted only once in a three-year period, so three years must elapse before this kind of forgiveness will be granted again.

In no case will more than two month's forgiveness be offered. (Burst pipes are generally noticed immediately, but leaks can often go over one month before they are noticed.)

Forgiveness means the user would be billed an average of the last four months usage, for the one or two months in which the incident occurred.

2. Request Forgiveness of the Sewer Portion only

If a pipe bursts and the water does not enter the sewer, a user can request that they be forgiven the sewer portion of the bill.

The request should be made in writing within 30 days after the user could reasonably be aware of the leak, which generally means within 30 days of receiving one's water bill.

This request applies only to one billing cycle.

The user still has to pay the entire water portion of the bill but only an average of the last four months for the sewer portion.

Annual Review

The governing board shall annually review these policies and procedures for evaluation and/or revision as deemed necessary.