

**VILLAGE OF JOHNSON POLICY ON
WATER & SEWER UTILITY BILL ADJUSTMENT**

In the event that a customer (per account) receives a utility bill that is based on consumption greater than three (3) times the average of the last three (3) consecutive readings, due to a water leak or other problems associated with the customer's plumbing, then said customer (per account) may be eligible for an adjustment to their utility bill subject to the following:

- Customer shall make application to the Board of Trustees on a form provided by the Village, which shall contain the following information:
- That customer has made appropriate repairs to plumbing. Evidence of repair shall be in the form of receipt or statement from a plumber or subsequent water readings indicating that the problem has been corrected;
- That the customer shall certify that he or she had no knowledge of the plumbing problem prior to incurring the charges;
- In the event that averaging the last 3 consecutive meter readings does not present an accurate representative sample of usage, the Trustees may establish an average usage baseline by reviewing a larger usage history from the billing software reports and such other evidence of usage as they deem appropriate to implement this policy.
- The customer has a responsibility to review their bills, identify high water meter readings and bring them to the attention of the Village as soon as they occur. The Trustees will not be inclined to make billing adjustments for multiple months where meter readings indicate water leaks and the customer failed to make repairs or report the issue to the Village.

Based on the review of the information submitted as well as any other pertinent available information, the Board at their sole discretion may make an adjustment to the water and or sewer bill. The adjusted bill shall not be less than a sum equal to three (3) times the average of the last three (3) consumption readings, or as determined by the Trustees, unless mitigating factors such as prior incidents of excess water usage warrant a lesser adjustment.

In the event that there is conclusive and indisputable evidence that the water leak did not result in discharge into the sewer system, the Board may recalculate the sewer bill by assigning the highest monthly meter reading from the prior 12 month period (or as determined under bullet 4 above) and applying that reading to all applicable charges as per the rate schedule.

There shall not be more than one adjustment made per customer (per account) during any one (1) year period following the date of the adjustment.

Amended this 9th day of August, 2010 by the Village of Johnson Board of Trustees:

Gordon Smith

Chris Parker

Walter Pomfroy

George Pearlman

Ellis O'Hear

Attest: _____
Rosemary Audibert, Clerk