

Water Leak Forgiveness Policy:

This applies to unusually high water bills caused by a determined event on the customer's property such as leaks, burst lines or other events that may cause an unusually high usage. To qualify for a reduction in the billed amount, the customer must:

- Take corrective action as quickly as reasonably possible after becoming aware of the problem.
- Provide written request to the water department for relief as described below along with evidence of corrective action, i.e. plumber's bill.
- Must not be a recurring problem.
- The water superintendent or water department councilman will make a determination that the correction was made in a reasonable amount of time and that the problem is not a recurring one.

If relief is granted the customer's revised billing is calculated as follows:

- The cost for the first 15,000 gallons is as billed – no relief up to 15,000 gallons.
- The cost for usage in excess of 15,000 gallons is the current estimated variable cost of water production.
- The Village will allow payment over a three month period without penalty.

Policy effective October 13, 2015.