Petition for Relief from Excess Sewer Consumption Billing

Appeal Process for Sewer Billing exemption:

1. Any request for Sewer billing relief must be the result of an unplanned consumption of water utility whereby it can be unequivocally proven that the water lost could not have been delivered to the Waste Water Treatment Facility. **NOTE: Pools are <u>EXCLUDED</u> under this policy.**

2. The event must be reported to the Water Dept. as promptly as possible upon discovery.

3. An agent of the Village must be able to confirm, by inspection and/or interview, the nature of, scope of and ultimate repair of the event.

4. No relief for water usage billing will be considered.

5. The value of relief considered for sewer charges will be based on a review of averaging prior consumption histories, both quarterly and annual, allowing relief for that sewer usage excessively above the average history.

6. When and/or where statistics and information, relevant to the request, cannot be reasonably validated, to the satisfaction of the Village Board of Trustees, the Village Board must, in the best interest of the community, disallow all or in part the request for relief.

7. No requests for relief will be considered if the loss occurred before the adoption of this policy, which was **February 15, 2011**.

8. Exemption will not be considered for a water loss believed to be significantly less than 10,000 gallons.

Step One: **<u>OBTAIN INFORMATION FROM CUSTOMER</u>**

    Customer Name & Address:
    Location of Loss (metered address):
    Date of Loss:
    Cause of Loss:
    Name of Village Employee First Contacted:
    Date of Notification to Village:

Step Two: **<u>VILLAGE STAFF INVESTIGATION</u>**

    Loss Confirmed by:
    Details of Confirmation:
    Estimated Loss (in Gallons):

Step Three: **<u>CLERK CALCULATION</u>**

    Prior Consumption History (Average):
    Recommended Relief (by prior billing history)

Step Four: **<u>BOARD – FINAL AUTHORIZATION</u>**

    Date and Decision of Village Board of Trustees: