

The Village of Marion

Water/Sewer Bill Adjustment Policy

The residents of the Village of Marion *may* receive an adjustment to their water/sewer bill in any of the following cases:

- Excessive water usage – defined as, an increase over of the customer’s average usage of 200% or more.
- A high bill due to a leak that was concealed underground or behind a wall
- An act of vandalism resulting in a high bill (customer must have reported the incident to the police and must verify repairs made to damaged water and sewer fixtures, if any)
- An over or underestimated reading
- An incorrect meter reading

To be considered for a credit adjustment on a water/sewer bill:

- All requests must be for the customer’s current quarterly billing. Requests for previous water bills will not be considered.
- Customer must fill out a formal written application for a bill adjustment (this application is available at the Village Offices)
- An inspection would be made by The Village of Marion’s Department of Public Works department, if deemed necessary and appropriate.
- The Village President or Chairperson of the water committee will bring the request forward with a recommendation to the council.
- You or a representative for you may be asked to appear at the next Village Council meeting.
- If an adjustment is deemed appropriate, the recommended adjustment will be up to 50% of the difference between the customer’s previous 12 month average and the excess usage for both the water and sewer charges. The recommended adjustment would be made to the customer’s current water sewer bill.
- Adjustments are limited to one (1) per customer per location annually unless extenuating circumstances exist and are against a quarterly billing period.
- It is intended for this policy to apply to customers responding promptly; *before* the due date on the bill in question, to a “high” bill and that any plumbing problems so identified are repaired immediately.

Exceptions:

- The above criteria in not to bar the Marion Village Council from considering additional credit in extreme cases.

Proposed Amendment to the Village of Marion Water, Sewer, and Refuse Policy

Section 3. Water, Sewer and Refuse collection billing is as follows:

A.: A combined water, sewer and refuse bill will be mailed quarterly on the first of the month following the service period (January, April, July, and October of each year.)

B.: Billing procedures are as follows:

1. Billing option #1- Paid in Full

*Bill is to be paid in full by the 20th of the month

*A 10% delinquent fee shall be added if payment is not received by the 20th of the month.

*If payment is not received, in full, within 40 days of the billing date. A written notice will be posted at the service address indicating that the water, sewer and refuse service will be turned off if payment is not received, in full, within 15 days of receiving the written notice.

2. Billing option #2- Paid in Three Monthly Installments

* 1/3 of the total bill is due by the 20th of the month in which the customer received the bill.

* 1/3 of the remaining balance is due by the 15th of the following (2nd) month.

* The final 1/3 of the bill is due by the 10th of the following (3rd) month.

*A 10% delinquent fee shall be added if a payment is missed or if the balance is not paid in full by the final due date.

* If payment is not received, in full, within 5 days of the last payment due date (the 20th of the 3rd month). A written notice will be posted at the service address indicating that the water, sewer and refuse service will be turned off if payment is not received, in full, within 15 days of receiving the written notice.

3. Billing option #3- Paid in Two Monthly Installments

*1/2 of the total bill is due by the 20th of the month in which the customer received the bill.

*1/2 of the remaining balance is due by the 15th of the following (2nd) month.

*A 10% delinquent fee shall be added if a payment is missed or if the balance is not paid in full by the final due date.

* If payment is not received, in full, within 15 days of the last payment due date (the 30th of the 2nd month). A written notice will be posted at the service address indicating that the water, sewer and refuse service will be turned off if payment is not received, in full, within 15 days of receiving the written notice.

NOTE: We put two different payment options, two installments and three installments for the council to discuss and decide which would be the most advantageous for the Village and user friendly for Connie.