



WATER AND SEWER BILL CONTESTMENT POLICY

The Public Works Staff and the Village Hall Administrative Staff do not have the authority to grant a refund for, or reduce any water bill. Upon receiving a contestment of a water and sewer bill, the Village of East Dundee's Public Works Staff may be dispatched to check the water meter. If the meter's operation and reading is verified, payment of the bill is required as usual (including late fees.)

If the water meter's operation has been verified, and the customer wishes to contest the bill further, the customer can fill out the attached form or write a letter addressed to the Public Works Director. No refunds, reductions or testing will be granted without completing the attached form or writing a letter containing the following parameters:

- Address of the account in question
- Account number
- Explanation of contestment
- Request for meter testing
- Scheduling for the Village to replace the meter
- Return phone number

When the Village receives a letter containing the above parameters, the water meter may be removed and tested at no charge to the customer. At the customer's request, the Village will test the customer's meter every thirty-six (36) months, at no charge. If another request is made within thirty-six (36) months a fifty dollar (\$50.00) charge will apply.

During testing, if the meter is validated, the customer is responsible for the entire bill and no refund will be granted.

If during testing, the meter is found to be faulty, the Village will replace the meter and the bill with an average usage, using a three (3) month average. If necessary, the customer will receive a credit for any overcharge on the next bill.

UTILITY BILL
CONTESTMENT FORM

The Public Works Staff and the Village Hall Administrative Staff do not have the authority to grant a refund for, or reduce any utility bill. This form has been developed for the customer to relay their concerns and for the Public Works Department to collect the information necessary to address the customers concerns as quickly as possible.

Date _____ Account Number _____

Name _____ Address _____

Explanation of Contestment _____

Request _____

Requesting meter testing _____

Appointment for meter testing _____

PUBLIC WORKS DEPARTMENT USE ONLY

Previous date and reading _____ Current date and reading _____

Date of last meter test _____

Date work completed _____ Handled by _____

Action taken _____
