

**Village of Roscommon**  
**Excessive Water Use Policy**  
No. 2013-3

**PURPOSE**

This policy controls situations when the water usage of a residential water customer is excessive because of a break in a service line between the curb stop and the house or within the house that is not the fault of the Village.

**REQUIREMENTS**

1. The customer's monthly water bill must be at least three times the normal amount.
2. The excessive usage must be due to a break in a water service line.
3. The customer must produce evidence that the requirements are met.
4. Before the bill is due to be paid, the customer must request that the adjustment be made to the bill.

**POSSIBLE ADJUSTMENTS**

1. If the water from the break did not enter the Village sanitary sewer system, the customer is entitled to an adjustment for the sewer portion for that water.
2. The Village Council may grant a credit of up to 50% of the remaining bill.

**LIMITATIONS**

1. Adjustments made by the Village Council are limited to one per billing address.
2. Nothing in this policy is intended to provide a credit for water that a customer actually used.
3. Rental properties will only be afforded this provision once and it is to be requested by the property owner and not the tenant.

APPROVED 09/23/13

REVISED 12/08/14