

## **POLICY REGARDING WATER & SEWER BILLING**

Requests to be handled on a case by case basis.

- Resident should advise Treasurer of problem with bill in question
- Resident should pay the bill in question then make a request to be put on the agenda for the next regularly scheduled Village Board Meeting or the next Water & Sewer Committee Meeting
- At the following meeting the Board can review the bill in question, discuss the Problem with the resident and arrive at a conclusion, the Village Board will determine how to resolve each case

Failure of resident's equipment such as water softeners, toilets, leaky or broken pipes should not be a liability of the Village and the rest of the residents.

Payment terms can be arranged if necessary.