

VILLAGE OF BEAVERDAM
ALLEN COUNTY, OHIO

Ordinance 2017- 22

Passed August 1, 2017

ORDINANCE FOR HANDLING UTILITY BILLING ADJUSTMENTS

WHEREAS, it has come to the attention of the Village Council, that in certain situations problems and issues arise with the billing of utilities and

WHEREAS, these situations arise from mechanical errors, clerical errors and for other reasons and

WHEREAS, it is necessary to have an established policy for the handling and resolution of these situations which is fair, equitable and consistent.

BE IT THEREFORE ORDANIED by the Council of the Village of Beaverdam, at least a majority thereof concurring that:

1. If a customer has been overcharged for any utility provided by the Village of Beaverdam because of a malfunction in the metering system or a billing error, overcharges will be refunded to the customer for the entire period of inaccurate billing, if that period is discernible by the municipality. If the period of inaccurate billing is not discernable, overcharges will be calculated based on a time period that is the shortest of the time elapsed since the customer's service began, the date of installation of the faulty meter or implementation of the error resulting in the overcharge (if applicable), or 365 days.
2. If a customer has been undercharged for any utility service provided by the Village of Beaverdam because of a malfunction in the metering system or a billing error, undercharges will be billed to the customer, and the customer shall pay the charges for the entire period of inaccurate billing, if that period is discernible by the municipality. If the period of inaccurate billing is not discernable, undercharges will be calculated based on a time period that is the shortest of the time elapsed since the customer's service began, the date of installation of the faulty meter or implementation of the error resulting in the undercharge (if applicable), or 365 days. Undercharges billed to residential customers shall in no event exceed a period of 365 days. Customers shall have the option to pay the amount undercharged in equal payments spread over the same number of months as the charges were accumulated.
3. This section does not serve as a limitation to billing for undercharges which are result of tampering with utility equipment or theft of utility service, or where a physical act of a customer or its agent causes inaccurate or no recording of the meter reading, or inaccurate or no measurement of the utility rendered.

This Ordinance shall become effective at the earliest time provided by law.

The Fiscal Officer is directed to give notice of the adoption of the new Ordinance by publication of the full ordinance at five (5) public places in the Village as previously established by ordinance.

Passed and adopted this 1st day of August, 2017, by the Village Council, Beaverdam, Ohio, by the following vote:

	First Reading	Second Reading	Third Reading
Teresa Cameron	<u> Y </u>	<u> y </u>	<u> x </u>
Jerry Neuenschwander	<u> Y </u>	<u> y </u>	<u> y </u>
Carl Murray	<u> Y </u>	<u> Y </u>	<u> x </u>
Pamela LePine	<u> Y </u>	<u> y </u>	<u> y </u>
Greg Smith	<u> Y </u>	<u> y </u>	<u> y </u>
Frank Gillette	<u> Y </u>	<u> - </u>	<u> y </u>

Attest:


Annisa Mae Polta
Fiscal Officer

Roberta Beemer
Mayor