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## **COUNCIL ACTION SUMMARY SHEET**

**MEETING DATE:** March 10, 2025

**TOPIC** Amendment to Village Policy on Waiving Fees and Charges to Address Water and Sewer Billing Disputes

### **BACKGROUND BRIEF:**

At its January 13, 2025, regular meeting, the Village Council requested that the Village Manager submit a proposed policy governing the waiving of fees and charges relating to water and sewer billing disputes by customers. Attached is the Village Manager's proposed changes to the Village's existing policy on waiving fees and charges.

Council should keep in mind that the Village's Code of Ordinances and bond debt covenants prohibit the provision of free water and sewer services to any customer. The proposed policy is narrowly drafted to ensure that a waiver of fees and charges for water or sewer services complies with this prohibition and is only granted when it is determined that no actual service was provided to the customer.

### **SUMMARY OF PREVIOUS COUNCIL ACTION:**

01/13/2025 – Council requested the Village Manager to reimburse the sewer portion of Rick Frazier's \$2,273.68 bill for 220 S. Andrews, and directed the Village Manager to draft a formal policy for addressing future requests for reductions of water and sewer bills to be presented to the Council.

### **FINANCIAL IMPACT:**

None

### **RECOMMENDED MOTION:**

To adopt the resolution as presented amending the Village's formal policy on the waiving of Village fees and charges for programs and services to address water and sewer billing disputes.