

ORDINANCE NO. 2025- _____

AN ORDINANCE TERMINATING THE ERRANT WATER POLICY OF THE VILLAGE OF WINNEBAGO

WHEREAS, the Village of Winnebago established an Errant Water Policy to provide limited financial relief to residential customers who experienced major water leaks, particularly when such leaks went undetected due to the limitations of the manual-read water meter system in place at the time; and

WHEREAS, the policy allowed a one-time adjustment per residential account based on the customer's 3-month average usage plus a recovery surcharge for water lost and treatment costs, with the intent of balancing fairness to the customer with recovery of partial Village costs; and

WHEREAS, the Village completed its transition to cellular water meters in Spring 2025, equipping all accounts with the opportunity of real-time monitoring capabilities and enabling customer access to usage data through the EyeOnWater application; and

WHEREAS, Village staff are now alerted to abnormal usage patterns immediately and routinely provide courtesy notification to affected residents when potential leaks are detected, allowing proactive resolution before billing becomes an issue; and

WHEREAS, maintaining the policy presents an unnecessary administrative burden and introduces inequity by potentially subsidizing major leaks at the expense of the broader ratepayer base; and

WHEREAS, the Village Board finds that continuing the policy would be fiscally irresponsible, as errant water adjustments shift the cost burden of avoidable usage onto other utility customers; and

WHEREAS, eliminating the Errant Water Policy aligns with the Village's strategic goal of reducing bureaucracy and modernizing customer service through data-driven tools and proactive communication;

NOW, THEREFORE, BE IT ORDAINED by the President and Board of Trustees of the Village of Winnebago, as follows:

SECTION I. TERMINATION OF ERRANT WATER POLICY

The Errant Water Policy, originally established by the Village Board and as subsequently applied through administrative practice, is hereby repealed in full.

SECTION II. IMPLEMENTATION AND PUBLIC NOTICE

The Village Administrator and Utility Billing Department are directed to update all relevant policies, documents, and public communications to reflect this repeal. Residents shall continue to be encouraged to use the EyeOnWater application, and staff shall maintain current practice when practical of notifying customers when abnormal usage is detected, as a courtesy.

SECTION III. EFFECTIVE DATE

This Ordinance shall be in full force and effect from and after its passage, approval, and publication in accordance with applicable law.

SECTION IV. SEVERABILITY

If any section, paragraph, clause, or provision of this ordinance shall be adjudged invalid or unconstitutional, the remainder of this ordinance shall remain in full force and effect.

SECTION V. REPEAL

All ordinances or parts of ordinances in conflict herewith are hereby repealed to the extent of such conflict.

APPROVED this _____ day of _____, 2025

Franklin J. Eubank, Jr.,
Village President

ATTEST:

Sally Jo Huggins, Village Clerk

PASSED:

APPROVED:

PUBLISHED IN

PAMPHLET FORM: