

# **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originally established by the Village Board and as subsequently applied through administrative practice, is hereby repealed in full.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:**