

MERCY RULE FOR HIGH WATER USAGE

If you experience exceptionally high water usage due to a leak or plumbing problem, the Mercy Rule is available. It is a one time credit on one water bill in the Sewer and Debt Service charges

Once the billing clerk receives your letter (as described in #1), it will be submitted to the Village Manager for his consideration. Upon his approval, you will receive an adjusted bill in the mail.

RESOLUTION NO. 97-11

BE IT RESOLVED by the council of Granville, Ohio, that:

WHEREAS, occasionally an excessive amount of water and wastewater usage is registered due to a property owner's faulty plumbing or a mishap occurs which results in a financial hardship on the utility customer, the Village Manager may use his/her discretion to invoke a "Mercy Rule" under the following guidelines:

1. Customer must notify the Village in writing of the problem and action taken to correct the problem. (Attn: Water billing clerk)
2. Customer will be billed in full for the large usage and a credit will be given after all guidelines have been met.
3. Customer will pay the full dollar amount of the water portion of the bill.
4. Customer will pay the average metered usage for the previous twelve months on the sewer and debt service portion of the bill.
5. The Manager may invoke the "Mercy Rule" only one time, for only one month's billing period, every five years, per account.
6. This "Mercy Rule" shall not and cannot not be applied retroactively to incidents occurring prior to December 1, 1996.