Exhibit A

The Village of Fontana-on-Geneva Lake – Village of Fontana
Water and Sewer Credit Policy

Village of Fontana-on-Geneva Lake does hereby establish the following Water Credit Policy and Sewer Credit Policy.

POLICY: The Village of Fontana-on-Geneva Lake will consider Water and Sewer Credits on a case-by-case basis. The Village of Fontana-on-Geneva Lake is responsible for maintenance and operation of public water and sanitary water treatment and distributions systems. Customers are responsible for the installation, maintenance and repair of water piping from the curb stop to the main building and wastewater piping from the connection to the service lateral to the main building and all plumbing inside the building. This policy is intended to address high water or sewer usage charges caused by water pipe breaks, water meter failures, leaks or appliance failures inside a building, but only per the terms of this policy. This policy is not intended to extend to swimming pools, irrigations systems, or any water leak or plumbing failures outside a building.

It is the responsibility of the customer to ensure that all plumbing, fixtures and appliances in their respective buildings are maintained in satisfactory operating condition. The Village will not issue credits to customers for water or sewer leaks resulting from lack of proper maintenance or care.

     (a)   Water Credit Policy

          (1)   Except as provided herein, the Village of Fontana shall not approve a water charge credit for water use that registered on the Village water meter. If a customer's water meter is tested by the Village pursuant to Section 78-94(e) and it is found to have malfunctioned, a water charge credit may be approved on a case-by-case basis, subject to the application process set forth at item (c), herein.

     (b)   Sewer Credit Policy

          (1)   The Village of Fontana may approve a sewer charge credit upon receipt of adequate evidence (as an example: visual evidence observed by the Utility Department or in pictures or video) that proves to the Village, in its sole discretion, that water that entered the water meter on site was not discharged into the sanitary sewer system, subject to the application process set forth in item (c), herein.

     (c)   Application

          (1)   The customer must request a utility charge credit in writing on a form provided by the Village. The customer must include with their written request Village Utility Department confirmation of a malfunctioning meter per item (a)(1), herein, or the evidence described at item (b)(1), herein.

          (2)   The customer must request a utility charge credit per this policy within 90 days of first receiving a high water and sewer bill that is the basis for the request. Such a bill is deemed received upon mailing by the Village.

          (3)   A customer may only receive one such utility charge credit from the Village in any three-year period.

VILLAGE OF FONTANA-ON-GENEVA LAKE

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APPLICATION FOR WATER/SEWER CREDIT

NAME: _____

FONTANA ADDRESS: _____

MAILING ADDRESS: _____

HOW CAN WE REACH YOU?   HOME PHONE: _____

WORK PHONE: _____

CELL PHONE: _____

E-MAIL: _____

ACCOUNT NUMBER: _____

DATE OF LAST WATER/SEWER BILL: _____

CAUSE OF LEAK: _____

DATE LEAK FOUND: _____

DATE LEAK REPAIRED: _____

HAVE ANY WATER/SEWER CREDITS BEEN GIVEN IN THE PAST 3 YEARS? _____

_____

I acknowledge that the information given above is true and correct to the best of my knowledge. I have read and understand the Village of Fontana's Water and Sewer Leak Credit policy. Understanding that I am not eligible for another leak credit until 3 years from the granting of this credit, I still wish to make this application for a credit. If this is a rental the owner must also sign that he/she is aware no further adjustment for a water leak would be given for 3 years.

_____   _____
Signature   Date

_____   _____
Owner Signature if rental   Date

VILLAGE USE ONLY

VISUAL EVIDENCE PROVIDED: ☐ Yes   ☐ No

WATER CREDIT: ☐

SEWER CREDIT: ☐

DENIED: ☐

ORIGINAL BILL AMOUNT: _____

AMOUNT OF SEWER CREDIT: _____

AMOUNT OF WATER CREDIT: _____

_____   _____
Utility Supervisor Signature   Date

_____   _____
Administrator Signature   Date