RESOLUTION NO. 97-11

BY: FREYTAG

A RESOLUTION TO AUTHORIZE THE VILLAGE MANAGER TO INVOKE A MERCY RULE DUE TO UNUSUAL CIRCUMSTANCES RESULTING IN AN EXTRAORDINARILY HIGH WATER/SEWER BILL.

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.

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 of 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 be applied retroactively to incidents occurring prior to December 1, 1996.

This resolution shall take effect immediately upon passage and will be in effect with the February 1, 1997 municipal utility bills.

Passed this 5th day of FEBRUARY, 1997.

Peter L. Marshall
Mayor

Attest:

Beverly Adzic
Clerk of Council

Approved as to Form:

Rufus B. Thomas
Law Director