

Ordinance 021218-03

An Ordinance Amending Section 78-94 of the Municipal Code of the Village of Fontana on Geneva Lake regarding Water service rates; general service – Metered.

WHEREAS, the Village Board does intend by this Ordinance to make certain amendments as recommended by the Public Works Committee to the Village of Fontana on Geneva Lake Municipal Code.

NOW, THEREFORE, the Village Board of the Village of Fontana on Geneva Lake, Walworth County, Wisconsin, do ordain as follows:

SECTION 1.

To amend Section 78-94 as follows:

Sec. 78-94. – Water service rates; general service – Metered.

(e) Investigating High Usage Complaints.

(1) Upon receiving a complaint for high water usage, the Utility department shall read the meter for a current reading. If the reading from the meter is found to be inaccurate, for example, if the reading comes back lower than the previous read, the utility bill shall be recalculated and the homeowner will be notified. If the reading is the same or higher than the previous read, the Utility department shall notify the homeowner of those findings.

(2) At the homeowner’s request, the Utility department shall take the meter out of the premise and test it. Upon completion of the test, if the meter is found to be accurate within the Wisconsin Administrative Code guidelines, that meter shall be reinstalled and the bill will not be adjusted. The Utility department shall provide the test results to the homeowner and advise them of the status of the bill.

(3) If the meter is found to be inaccurate, Wisconsin Administrative Code Ch. PSC 185.34 and 185.35 rules shall apply.

(4) Meter tests shall be free of charge except when less than 24 months have elapsed since the last customer requested testing at the same location.

(5) The Utility department employees shall not check inside the premise for the cause of the high usage.

(6) Wisconsin Administrative Code Ch. PSC 185 requires the Utility department to bill what is measured by the meter and to make sure the meter is operating properly. It is not the responsibility of the Utility department employees to determine why or what is using the water.

(7) If the homeowner still has further concerns, they shall be referred by staff to the Public Service Commission.

(f) Repairs to Meters.

(1) Meters will be repaired by the water utility, and the cost of such repairs caused by ordinary wear and tear will be borne by the water utility.

(2) Repair of any damage to a meter resulting from the carelessness of the owner of the premises, owner's agent, or tenant, or from the negligence of any one of them to properly secure and protect same, including any damage that may result from allowing a water meter to become frozen or to be damaged from the presence of hot water or steam in the meter, shall be paid for by the customer or the owner of the premises.

SECTION 2.

Effective Date: This ordinance shall be in full force and effect upon its passage approval, and publication as required by law.

PASSED AND ADOPTED by the Village Board of the Village of Fontana on Geneva Lake, Walworth County, WI this 12th day of February, 2018.

Village of Fontana on Geneva Lake

By: Patrick Kenny
Patrick Kenny, President

Attest: Theresa Loomer
Theresa Loomer, Administrator/Clerk