

**AN ORDINANCE APPROVING
CREDIT ADJUSTMENTS DUE TO
CLERICAL OR READ ERRORS**

Ordinance No. 3 of 2019

WHEREAS, the Town Council of the Town of Francesville, Indiana (the “**Town Council**”), is responsible for the performance of various functions for the Town of Francesville (the “**Town**”), which includes providing water, sewer/wastewater, and other municipal services to Town residents (collectively, the “**Services**”); and

WHEREAS, the Town is also responsible for the collection of certain fees associated with providing the Services to Town residents; and

WHEREAS, the potential exists for isolated overcharges or undercharges to a Town customer for Services provided, be it a clerical error or read error from a Town meter; and

WHEREAS, it is the desire of the Town Council of the Town that Town residents and customers be accurately charged for Services received and/or used by residents and customers; and

WHEREAS, the Town Council is also desirous of providing the Office of the Town Clerk-Treasurer the autonomy to make certain adjustments to a customer’s bill, provided it is within the approved range and within the approved two (2) year “look back” period.

NOW, THEREFORE, BE IT ORDAINED by the Town Council of the Town of Francesville, Indiana, that this Ordinance Approving Credit Adjustments Due to Clerical or Read Errors, is hereby adopted as follows:

SECTION I.

Reporting and Proper
Procedure

1. In the event that a customer receiving Town Services is found to have either a charge for a Service not provided by the Town, or is receiving a Service provided by the Town without charge, or at a reduced rate, a two (2) year “look back” period is hereby established as the period for determining an appropriate billing credit or charge.

2. Notwithstanding Section 1, should an adjustment be required due to a clerical or read error, or any other mechanical error, which has lead to a customer being charged for a Service not provided by the Town, or is receiving a Service provided by the Town without charge, or at a reduced rate:

- (A) If the error accounts for a Two Hundred and Fifty Dollar (\$250.00) or less discrepancy, the Office of the Town Clerk-Treasurer may approve and

make the adjustment, upon proper documentation being presented or gathered and placed in the account file.

- (B) If the error accounts for a Two Hundred and Fifty Dollar (\$250.00) or greater discrepancy, the discrepancy shall be presented to the Town Council for proper determination.

SECTION II.
Effective Date

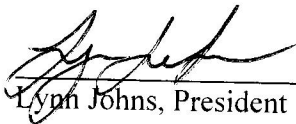
This Ordinance shall become effective thirty (30) days after notice of the adoption shall have been published in a paper as described in Indiana Code § 5-3-1-4.

PASSED AND ADOPTED BY THE TOWN COUNCIL OF THE TOWN OF FRANCESVILLE INDIANA, THIS 18th DAY OF FEBRUARY, 2019.

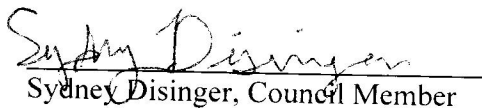
THE FRANCESVILLE, INDIANA, TOWN COUNCIL

APPROVED:

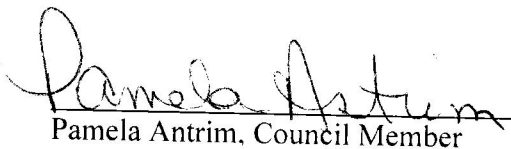
OPPOSED:


Lynn Johns, President

Lynn Johns, President

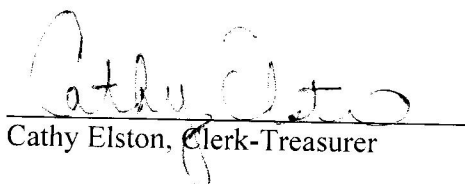

Sydney Disinger, Council Member

Sydney Disinger, Council Member


Pamela Antrim, Council Member

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ATTEST:


Cathy Elston, Clerk-Treasurer