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A RESOLUTION ADOPTING A UTILITY BILLING CORRECTION AND REFUND
POLICY FOR THE VILLAGE OF ORLAND PARK

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WHEREAS, the Village of Orland Park provides utility services, including water, sewer, and refuse, and bills customers for such services through its utility billing system; and

WHEREAS, from time to time, billing errors may occur due to clerical, administrative, or system-related issues, and it is in the interest of transparency and good governance to have a consistent policy for identifying and correcting such errors; and

WHEREAS, the Village has identified recent overcharges affecting certain customer accounts and intends to issue refunds or credits in accordance with the applicable statute of limitations and industry best practices; and

WHEREAS, the Illinois statute of limitations for unwritten obligations, including municipal utility billing arrangements, is five (5) years under 735 ILCS 5/13-205; and

WHEREAS, the Village Board desires to adopt a formal Utility Billing Correction and Refund Policy to establish a consistent and equitable process for handling utility billing errors and related refunds;

NOW, THEREFORE, BE IT RESOLVED by the President and Board of Trustees of the Village of Orland Park, Cook and Will Counties, Illinois, as follows:

SECTION 1:

The Utility Billing Correction and Refund Policy, attached hereto as EXHIBIT A and incorporated herein by reference, is hereby approved and adopted.

SECTION 2:

Village staff are authorized and directed to administer the Policy in the ordinary course of operations. Refunds for overcharges shall be issued as either account credits or checks, as appropriate, and submitted to the Village Board for approval as part of the Accounts Payable process.

SECTION 3:

This Resolution shall be in full force and effect upon its passage and approval in the manner provided by law.

EXHIBIT A

Utility Billing Correction and Refund Policy

Village of Orland Park

Utility Billing Correction and Refund Policy

I. Purpose

This policy establishes guidelines for identifying and correcting errors in utility billing, and for determining the scope of refunds or credits owed to customers as a result of such errors.

II. Scope

This policy applies to all utility accounts administered by the Village, including but not limited to water, sewer, and refuse billing.

III. Policy

1. Billing Error Review Period

The Village shall review and correct utility billing errors identified within a 5-year lookback period from the date the error was discovered, in accordance with the applicable statute of limitations under 735 ILCS 5/13-205.

2. Refund Method

- a. Active Accounts: Customers with active utility accounts will receive a credit to their account for any overcharges determined within the applicable period.
- b. Closed Accounts: Customers with closed accounts may receive a refund check upon request, after verification of a valid mailing address and customer identity.
- c. No interest will be paid on any refunds or credits.

3. Error Types Covered

This policy applies to administrative or billing errors made by the Village, including but not limited to:

- Incorrect service charges (e.g., duplicate refuse charges)
- Misapplication of sewer cap versus volume-based charges
- Rate misclassifications

4. Errors Not Covered

Errors caused by incorrect or incomplete information provided by the customer are not eligible for retroactive corrections unless otherwise directed by Village management.

5. Administrative Discretion

The Village Administrator or their designee may approve exceptions or adjustments in extraordinary cases, in consultation with the Village Attorney if needed.

6. Notification

Affected customers will receive written notice detailing the correction and the refund or credit amount.

IV. Recordkeeping

All corrections and refunds shall be documented, and relevant records retained as required by the Illinois Local Records Act and for a minimum of 7 years .