

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:

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