



UTILITY REVIEW BOARD REQUEST
(Effective 03/12/18)

Instructions: Use this form to request a meeting with the Utility Review Board which may consider a one-time adjustment to a property owner's water or sewer billing. Please be as thorough as possible in describing events or circumstances leading to this request. The Board is not able to consider adjustments to the water or sewer rates which are set by Village Council.

Requestor's Name: _____ Phone: _____ Request Date: _____

Subject Property Address: _____

Year of acquisition of property: _____

Issue Description (Who, what, where...): _____

Date(s) of Incident: _____

Requested Remedy (Dollar amount, if applicable): _____

Requestor's Signature: _____

Request Received by: _____ Date: _____

Was the water meter checked and findings noted? Yes; Date: _____ No

Findings: _____

Utility Review Board meeting date: _____

Board Decision(s): _____

Village Manager's signature: _____ Date: _____

Village of Brooklyn

121 N. Main St. • P.O. Box 90 • Brooklyn, MI • 49230
(517) 592-2591 • www.villageofbrooklyn.com



VILLAGE OF BROOKLYN UTILITY REVIEW BOARD
Policy and Procedures
(Revised 03/13/2018)

Overview

The precursor to the Utility Review Board was created by ordinance on February 2, 2009 to consider disputes of water and sewer utility bills when requested by customers. The Utility Review Board consists of three members appointed by Village Council. Disputes to be considered pertain to the amount of a utility bill. Disputes of the water and sewer rates, including readiness-to-serve, commodity rates and penalties, are exempt from review by the Utility Review Board since those items are established by resolution of Village Council. Ordinance 2018.03.01 amended the original ordinance and establishes time frames for requests to the Utility Review Board. Requests must be submitted to the Village Office within one year of the customer becoming aware of a disputed bill.

One-time Usage Adjustment

A customer may make a request in writing on a form provided by the Village to meet with the Utility Review Board pertaining to circumstances resulting in an unusually excessive water and/or sewer bill. Such requests, if approved by the Utility Review Board, are limited to one-time per property owner for a specific address. The customer may rescind a request if the decision of the Utility Review Board is not to their satisfaction.

Prior to meeting with the Utility Review Board, the Department of Public Works (DPW) may inspect the property's water connection and water meter, if indicated. Findings of such inspection will be provided to the Utility Review Board. In determining if an adjustment to a bill is indicated, the Utility Review Board will review the annual average usage by the customer. The Village Manager will maintain a file of requests for reviews to record decisions and to determine that a one-time adjustment has not previously been granted.

Meter Reading Disputes

Though a malfunction of a water meter is unlikely, it should be noted that should a malfunction occur, it is not possible for the meter read to be more than actual usage. Meters will either read less or none, in which case actual usage would not be charged to the customer. If a customer persists in disputing the accuracy of a meter, the DPW will send the meter to the manufacturer for calibration. Should the manufacturer determine that the meter is operating normally, the customer will be charged for the costs of calibration. If the meter is determined to be faulty, the cost shall be borne by the Village.

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