



Utility Billing Error Correction Policy

Section 1: Purpose

The purpose of this policy is to establish guidelines with regard to the billing or crediting of utility accounts when incorrect charges have been issued due to error or fraud.

Section 2: State Law

Wisconsin Statue § 196-22 states no public utility may charge, demand, collect or receive more or less compensation for any service than is specified in the rate schedule.

Section 3: Determination of Error

When it has been determined that incorrect charges have been issued, the Village Treasurer shall work with the Public Works Director to determine when and how the billing error began. Once the cause of the error has been determined and corrected for future use, the Village Treasurer shall research and document any accounts that have been incorrectly billed.

Section 3: Water Utilities

Water Utilities are governed by the Public Service Commission of Wisconsin (PSC). The Village of Belgium is required to follow the procedures outlined by the PSC. The Village Treasurer shall consult the PSC to determine the current procedures required to correct the Water Utility billing error.

Section 4: Sewer Utilities

Due to the possibility for billing errors covering a long span of time, and affecting multiple accounts, the Public Utilities Committee has determined that Sewer Utility billing errors corrections will **ONLY** be issued for current accounts.

Section 5: Documentation Requirements

All Utility billing errors must be fully documented and the documentation retained for delivery to the village auditor for year-end audit fieldwork. The documentation must include:

- Account Information report which supports the total amount billed or credited to the current and/or prior account holder.
- All supporting documentation must be attached to the Journal Entry of the Utility Billing corrections.
- Records of utility billing adjustments must be maintained in accordance with State record retention rules.

As approved by the Village of Belgium Board of Trustees on September 10, 2018