

EXHIBIT A
ADDITIONAL POLICIES AND PROCEDURES

No customer will be provided with potable water if they owe a previous bill on an old account, either directly or indirectly, to Beaverfork PWA or to any other water utility located within the state of Arkansas. Each residence **MUST** have a separate water meter with appropriate backflow prevention devices compliant with applicable state law.

The customer and property owner whose names are listed on the account are responsible for the payment of all water bills. The customer is responsible for all water that goes through the water meter at their address. Also, the customer is responsible for all lines from the meter box to the residence. Should a leak occur on the customer's side of the water meter, the customer shall be responsible for the payment of all water expenses incurred as a result of such a leak. Customers should always take measures to ensure that service lines running from the water meter to the customer's home are properly maintained and free from all leaks so as to avoid these charges.

All line extensions must be approved by the Beaverfork PWA Board of Directors and the customer must sign a water user agreement consistent with BPWA specifications. All line extensions required for customer service must be paid for by the customer that is connecting to the water system. This includes the equipment time, parts & labor. It is required that all fees must be paid in full before work begins. The customer will be responsible for line extensions for one full year. As an asset to the water system, the line extension will then be turned over to BPWA to maintain and service thereafter.

Customers shall **NOT** fence in the meter boxes or install other obstructions (including dogs & other animals) that would interfere with the ability of BPWA to read water meter consumption information for invoicing purposes. If the meter becomes fenced in or otherwise obstructed, there will be a fee charges to the customer to move the meter and the box, at customers expense, outside of fence or obstructed area. The water company technicians **MUST** have full access to the meter without hazardous conditions, such as aggressive animals.

Water bills are due in full upon receipt or the due date of the 15th of each month. A 10% penalty is applied on the 16th of the month or the first working day thereafter. If the bill is **NOT** paid by the 28th of the month, the service is subject to disconnection. If disconnected, there will be an additional \$50.00 added for reconnection **during business hours from 8:00am-4:00pm**.

There is a 24-hour depository located at the water office for the customer's convenience.

The water office employees are **NOT** responsible for reporting to the customer during the disconnecting of meters, resetting of meters or any type of service call. If water service is turned off for an extended period, the water office will notify via website. Water service will not be turned on unless someone over the age 18 is present in the home. This is to protect the customer, as well as Beaverfork PWA.

Insufficient checks or bank drafts returned to our office will be treated as non-payment on the account. If a customer has two checks or bank drafts returned within a six (6) month period, the office will no longer accept this type of payment for the customer. There will be a **\$30.00 service charge** added.

Any customer who is caught tampering with a meter with the intention of defrauding Beaverfork Public Water Authority is subject to prosecution and loss of water service. If service is granted back for first offense, there will be a **\$500.00 reconnection fee** if theft is obvious. If a second offense occurs, the reconnection fee will be \$1000.00. A third offense will result in a meeting with the Beaverfork Public Water Authority Board of Directors before any continuation of services will be allowed as well as a **\$1500.00** reconnection fee.

A **non-refundable connection fee** must be paid before meters, or a new connection can be set. A letter from the 911 office (OEM) is required for any address that does not previously have an existing address. A current perk test approved by Arkansas Department of Health is required to set a new meter.

Current water rate: 0-1000 gallons (minimum bill) \$35.22 (before taxes/fees). All water used over 1,000 gallons is \$7.92 per thousand (plus taxes/fees). All water rates are subject to change and modification in accordance with the Beaverfork PWA resolutions and directives.

I, the undersigned customer, agree to the terms and conditions listed above.

Customer Signature

Date

Employee