

**BEAVERFORK PUBLIC WATER AUTHORITY  
2 VALLEY RIDGE ROAD CONWAY, AR 72032  
8:00AM to 4:00PM Monday thru Thursday  
8:00AM-3:00PM Friday  
Phone: 501-329-4200  
After Hours Emergency (501) 514-1017 or (501) 514-4413**

### **CUSTOMER INFORMATION, POLICIES AND PROCEDURES**

#### **Billing and Payment Information:**

Minimum Water Bill: \$33.50, includes up to 1,000 gallons plus applicable fees and taxes. We have only one water rate. Usage after the first 1,000 gallons: \$6.20 per 1,000 gallons (plus taxes & fees). The water rates are reviewed annually by the Beaverfork Public Water Authority Board of Directors and are adjusted as deemed necessary. Some of the meters are equipped with electronic meters for water use, which comes with an .89 charge to customers.

A minimum bill is due each month, even if water is not used. Funds received from the minimum bill are used to pay for the water purchased from Community Water System, federal and state loan payments, and the monthly reserve payments mandated by our federal and state lenders. Funds received over the minimum water bill charge are used to pay for operation and maintenance, administrative and other water related expenses. An Annual Report is prepared and posted on our website with the Consumer Confidence Report (CCR) by the end of June each year.

Bills for some customers that live in subdivisions also include an amount billed for Sewer and Sewer Billing Fee. These amounts are added to the Water Bill and must be paid by the same time the water bill is due. Sewer billing and the related Sewer Billing Fee will be determined at the time the subdivision is installed, do not automatically apply, and transfers to subsequent sewer system ownership. Customers outside subdivision are not billed for these fees. Beaverfork Water is only the collection we do not maintain the sewer system.

The person whose name is on the account is the responsible party for the water bill. Homeowners require renters to turn water accounts in their names, therefore all renters will be required to pay a non-refundable \$150.00 connection fee. Customers are responsible for water lines from the meter box to the home. All water bills are due by the 15th of the month, if the 15th falls on a weekend or holiday the late fee will be assessed after all payments left in the drop box have been entered. **If a customer has not received a bill by the 5th of the month it is their responsibility as homeowner to call the office to inquire. Customers shall be responsible for the timely payment each month whether it is actually received or not.**

All customers will be allowed 1 forgiveness shut-off fee per year, if inquired on in person @ the office.

Insufficient checks or bank drafts returned to our office will be treated as non-payment on account & charged a return fee of \$25.

The Water office only accepts exact change or credit will be applied to the customer's account. No extra change can be made or given.

The water office has a payment Drop Box. The white drop box is located at the north end of the parking lot at the water office. The drop box is checked each morning at 8:00am and evening at 4:00pm.

Payment of account balances may be mailed to Beaverfork Public Water Authority, 2 Valley Ridge Road, Conway, AR 72032, paid in person at the water office or paid by credit cards, e-checks or online. We also accept ACH & bank direct payments from a checking or savings account. We do NOT keep any payment information on file. Procedures for credit cards, e-checks and online payments are also available on our website.

Bills not paid by the 15th will be assessed a 10% late fee & bills not paid by the last day of the month will be subject to a shut off, which will incur a reconnection fee of \$50.00 that is added to the past due amount. Re-connections will only occur during normal regular business hours, except in emergencies. The water office employees are not responsible for reporting past due or disconnection notices. Notice cards will be attached to the front door or the most accessible door to the field technicians. All bills are processed & taken to the Post Office by the last week of the month, no later than 2 days before the last day of the month. We try not to disconnect any customer on the weekend unless payments are not made by close of business day & no communication has been made with the office.

Any customer caught tampering with a meter will be subject to prosecution & a report will be filed with the sheriff's office, also customer will be charged a tampering fee of \$500.00 & before service is reconnected customer will be scheduled to meet with the Beaverfork Board of Directors.

#### Connection Fee, Impact Fee and Information: Non-Refundable Fees

Connection Fees – Existing Owner Accounts require a \$100.00 Meter Connection Fee, Existing Rental Agreements require a \$150.00 Meter Connection Fee, New Construction, depending on long/short service requires a \$2500.00 or \$1500.00 that does not include inspection & plumbing fees. All plumbing & gas inspection fees are \$75.00.

Customers requesting a new service connection must complete a Water Users Agreement and pay the applicable connection and impact fee, plumbing permit and inspection fee before approval and authorization to issue the subsequent meter box installation workorders are issued. New Service customers must provide a letter from 911 OEM office for proof of correct service address. A current perk test approved by the ADH is required before a meter is set.

All property owners with plans to develop a subdivision of three (3) or more lots and who plan to request water service from Beaverfork Public Water Authority, must submit a written application for service according to the provisions and procedures outlined in the Beaverfork Public Water Authority

Customers are NOT to fence or enclose around the meter boxes. If the meter becomes in-accessible, the customer, is subject to an additional fee & fees applicable if meter needs to be moved. Water Technicians must have access to meters without hazardous conditions, such as aggressive animals, if technicians cannot read meter without issue, we will contact customer & if this continues the customer could face additional fees.

**Any meters, meter boxes or meter endpoints being damaged by the customer, whether with a mower or vehicle will be subject to a replacement fee.**

## **Leak Adjustment Policy**

The purpose of the Leak Adjustment Policy is to provide members and or customers that qualify with monetary relief from excessively high water usage as the result of a leak, water service line break or plumbing failure in their home or business.

### **II. POLICY**

A leak adjustment will be allowed for each member, the adjustment will only be given for one billing period, per 365-day calendar year and must be requested in written form within thirty (30) days of the alleged leak, break or failure. And will only be eligible for the next billing period.

### **III. PROCEDURES**

When a member determines that an excessively high-water bill was due to a leak, line break, or plumbing failure at their location, the water office should be informed immediately.

Upon member notification, Water personnel will generate a work order to verify the occasion and to confirm that the situation has been properly resolved. Major repairs also require a Plumbing Permit and the related inspections as part of the situation resolution. Property owners that reside at the location may correct the leak, break, or plumbing failure. Otherwise, the problem must be corrected by a Master Plumber.

In order to receive an adjustment in the next water bill the member MUST provide documentation such as written evidence consisting of receipts for repair parts/equipment, invoices from a master plumber and proof of payment must be presented with the written request for monetary relief. The written request must also identify the specific date and time and outline the steps taken to resolve the situation. Photographs of the leak as well as photographs of the repairs must be provided. The written request and support will be reviewed by the CEO/Manager and the adjustment computed based on the applicable Leak Adjustment Calculation. Customers are allowed 1 leak adjustment per 365day calendar year.

Sales tax and federal and state fees will be charged based on the amount to be paid before the adjustment is determined.

#### **Leak Adjustment Calculation**

Adjustments are based on the last 3 months usage & less 1000 gallons multiplied by the current wholesale rate, plus 10% administration fee.

**\*\*\*\*Customers with pools are responsible for the entire bill & no adjustments shall be allowed for filling.**