**BEAVERFORK PUBLIC WATER AUTHORITY**

**2 VALLEY RIDGE ROAD**

**CONWAY, AR 72032**

8:00am to 500PM Monday thru Friday

Phone: 501-329-4200

 After Hours Emergency (501) 514-1017

**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.

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, Higden, Arkansas, 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.

The water rates are reviewed annually by the Beaverfork Public Water Authority Board of Directors and are adjusted as deemed necessary.

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.

All bills are issued and mailed the last week of each month. All billed charges are due by close of business on the 15th of the following month. All accounts not paid by the 16th are subject to disconnection for non-payment. In addition, a 10% Late Fee will be added to accounts not paid before the 16th day of the month. ***Payments must be received in our office by 5:00pm on the due date to be considered timely and to stop the late fee from being charged.*** If you do not receive a water bill by the 5th of the month, please call us at (501) 329-4200 and we can let you know the amount of your bill. You may also view your bill on our website.

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 4:30pm.

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 Automatic Payment/Account Draft/ACH direct payments from a checking or savings account. Please contact the water office for the application or the form is available on our website at beaverforkwater.ruralwaterusa.com Procedures for credit cards, e-checks and online payments are also available on our website.

All disconnection notices are mailed after the 16th of the month and the amount due must be paid no later than the close of business on the 28th of the month. If service is disconnected, a $50.00 shut-off fee will be added to the amount due and must be paid before service can resume. Service reconnections will be made during normal business hours only and someone must be present at the location when service is restored.

Customers/Members must complete and sign a Water Users Agreement and are subject to the terms outlined.

**Connection Fee, Impact Fee and Information:**

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 $25.00. This must be paid by check or cash only.

If service is transferred to a new property owner, the previous owner must sign a transfer form and pay the final bill. The new owner must acknowledge the transfer, sign the transfer form, and sign a Water Users Agreement and pay a $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ meter connection before service is established in the new property owner’s name. This must be paid by check or cash only.

Any item that is used for payment that is returned for reason such as, but not limited to, insufficient funds, stop payment there will be a $5.00 charge applied to the account for the handling of the chargeback item. 812

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.

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