

Cherokee Village WaterWorks Facilities
Board of Sharp County
P. O. Box 600, Cherokee Village, AR 72525
cvwaterworks.com

*****Tariff, Policy & Procedures"**

Kind of service ----- Water
 Class of service ----- All

Cherokee Village Waterworks is responsible for supplying water to the meter, anything from the meter to the home/business is the owner's responsibility. Cherokee Village Waterworks is not responsible for damages incurred from the meter to the home/business. The registered owner of the property agrees that he/she grants Cherokee Village Waterworks an easement for the water line over, under, or across any real property bounding the planned service lines for Cherokee Village Waterworks.

- **Availability:**

This schedule is available to all residential, commercial, public authority, and all classes of customers. Service is for the exclusive use of customers and shall not be resold or shared with others, except as is necessary for the protection of life or property in the case of fire protection. If a road bore is necessary, it will be at the owner's expense. We recommend a pressure regulator customers have a pressure regulator.

- **Metered Water:**

Net monthly consumption rate \$8.25 per 1,000 gallons metered.
 The monthly bill will consist of the minimum monthly charge of \$18.50 plus all consumption at the rate of \$8.25 per 1,000 gallons, plus applicable sales tax.
 Rates are determined by a rate study to comply with state law.

Cherokee Village Waterworks follows the American Water Works Association (AWWA) guidelines requiring meters to be within 98.5 percent and 101.5 percent accuracy to be usable. This means they only allow for an error rate of 1.5 percent.

- **Minimum Monthly (Customer) Charge:**

(Allows – 0 – gallons consumption):

All meter sizes -----\$18.50 per month plus tax.
 Sales tax for Sharp County 9.25%, Fulton County 10.50%, Highland 9.75%.

- **Other Rates:**

Fire Hydrants-----\$18.01 each per month
 Fire Sprinkler Rate-----\$ 9.39 per customer plus \$0.245 per head.
 Plumbing Inspections-----\$35.00 in Cherokee Village City limits &
 \$50.00 minimum charge outside of Cherokee Village City limits.

- **Service Connection Fees:**

ARKANSAS LAW REQUIRES A PASSING PERK TEST BEFORE WATER SERVICE CAN BE INSTALLED.

By Meter size: 5/8" & 3/4" -- -----\$3,125.00 each + labor (short crossing)
 \$3,375.00 each + labor (long crossing)

1" Meter-----	\$3,800.00 each + labor (short crossing)
	\$4,075.00 each + labor (long crossing)
2" Meter-----	\$5,200.00 each + labor (short crossing)
	\$5,575.00 each + labor (long crossing)

Meter Test Fee:

Test fee-----\$25.00 each (if the meter proves to be defective, there will be NO charge to the customer)

- **Application Fee:**

Fee is \$25.00.

- **Return Check & ACH Fee:**

The fee for non-sufficient funds is \$30.00.

- **Late Fee**

Monthly payments are due on the 10th day of each month. A 10% fee will be added to the balance on the 11th if payment is not received on or before the 10th. Failure to receive your bill due in no way exempts incurring late charges or payments.

- **Service Calls**

\$25.00 Per trip during normal business hours.

\$75.00 Per trip after business hours and holidays.

- **Reconnect Fees:**

The reconnection fee is \$50.00 during business hours & \$75.00 after business hours. If service is off 30 days or longer any customer requesting water to be re-connected will be required to pay the above fee and a deposit.

- **Sprinkler Systems**

Anyone purchasing a home with a sprinkler system or adding a sprinkler system to their property must notify the water company before they connect to the water system. **A yearly RPZ inspection by a licensed plumber is required to maintain uninterrupted water service to your property.** This is a safety requirement to keep all residents' water clean and sanitary. If you have any questions, please refer to Arkansas Plumbing Codes 312.9: Inspection & Testing of Backflow Prevention Assemblies, 312.9.1: Inspections & 312.9.2: Testing.

- **Adjustments Made For Water Leaks**

If a customer has a water leak that is unpreventable, management will review the circumstances if the bill is over \$250.00 and reserves the right to decide if a one-time only per customer adjustment will be made to the account. Repairs must be completed within 30 days to receive consideration. The adjustment if granted will be for 1/4 of the water used.

- **Billing and Estimated Billing:**

Your bill will be sent to you monthly and will reflect the following information.

- Your name and account number.
- The beginning and ending date of the service period.
- The meter readings on the beginning and ending dates of the billing period.
- All charges for service, taxes, and all credits if any will be itemized.
- The amount of any previous balance due and payable.
- The date on which the bill was mailed.
- The date on which the bill is due (Not to be less than 10 days after the mailing date).
- The designation of the applicable rate (water).
- Return address and phone number of Cherokee Village Waterworks.

Meters are read continuously throughout the month and are normally billed within a few days and promptly returned to the customer. Despite efforts to read each month, on occasion, it is impossible due to extreme weather conditions, locked doors or gates, emergencies, etc. When a meter cannot be read for any reason, an estimate of the amount of water used during the billing period will be made. If reading is estimated, the bill will be marked estimated. Estimated bills are made by a computer based on the customer's last three months' history. If that bill was estimated, it will automatically be based on the previous year's consumption. If it has been estimated for the same month for a two-year period, the computer will average the two bills to compute your current bill. The Company will answer any questions concerning estimating procedures upon inquiry. Any error in estimating will automatically be corrected in the following month. If Cherokee Village WaterWorks bills a customer for an amount to correct a previous under billing, the customer is permitted to pay that amount pursuant to a delayed payment agreement that provides for repayment over a period equal to the period during which the under billing occurred. If the under billing is the fault of Cherokee Village WaterWorks, or if fault cannot be determined with respect to the under billing, Cherokee Village Waterworks will not impose any finance charge on the delayed payment. If you fail to perform any delayed payment agreement, service may be discontinued, and the Cherokee Village WaterWorks will not be obligated to enter into a second delayed payment agreement.

- **Verification of Billing:**

Our meters are read directly in gallons. They are read from left to right including the "zero" printed on the extreme right. The reading on your meter should be the same as, or higher than the current reading on your printed bill.

- **Payment Deadlines and Procedures:**

Bills are due upon receipt and considered late after the 10th day of each month. Bills will be mailed a minimum of (10) days before they are due. Service may be discontinued if not paid by the 30th. If a serviceman has been dispatched to residence to notify customer of delinquent bill a \$25.00 fee will be incurred.

- **Deposit Requirements:**

Effective September 1, 2012

1. When applying for service there is a deposit of \$100.00 and a nonrefundable application fee of \$25.00 for customers that purchase a home (even if they already have a current residence in Cherokee Village this is considered a new account) and tenants. If the water service has been off 30 days or more a deposit will be required. Deposits will be refunded when the account is closed, and final bill is paid or has cleared the bank. Deposits not redeemed within 12 months by law are sent to the state.

- **Termination of Reconnection:**

When service has been discontinued, the Company will reconnect service as soon as the reason for the discontinuation of the service has been resolved. If the reason for the termination of service was unlawful or fraudulent use of the service, the Company may discontinue service without notice. The Company may, prior to reconnecting service, require a reasonable payment of estimated service rendered or may refuse to reconnect service.

Suspension of service may be delayed when a "Certified Medical Emergency" exists or when a "Delayed Payment Agreement" has been entered into with Cherokee Village Waterworks. A physician's written statement is required. These options are available through the local business office.

- **How to read your Meter:**
Our meters read directly in gallons and from left to right including the “zero” printed on the extreme right.
- **Extended period of absence:**
If you will be absent during billing periods and wish to avoid late charges or disconnection, please contact our office; you may wish to pay ahead or sign-up automatic draft of payment.
- **Third party notification:**
Alternatively, a residential customer may designate a consenting individual or agency to receive copies of notices of discontinuation. Notice to an individual or agency so designated shall be given when the property owner states in writing to do so.
- **Delayed payment procedure:**
If you are unable to pay a bill in full, the Company will not discontinue service if:
 1. You pay a reasonable portion of your bill.
 2. You agree in writing to pay the balance of your bill in reasonable installments
 3. You agree in writing to pay in full all future bills during the period of the agreement by due date. In arranging the installment payment agreement, the Company will consider the customer’s ability to pay, the size of the unpaid account, the customer’s payment history, and the length of time and reasons the account has not been paid. If assessed, the Company’s penalty will be 10% of the unpaid balance.
- **Certified Medical Emergency:**
Discontinuation of service to a residential customer may be postponed if the customer presents a certificate from a physician stating that discontinuation of service will aggravate an existing medical emergency that is life threatening to the customer, a member of his family or other permanent resident of the premises where service is rendered. The contents of the certificate must identify the medical emergency specify the effect of discontinuation of service and specify the time during which discontinuation of service will aggravate the medical emergency. Certificate must be presented before service is disconnected.
- **Complaint Procedures:**
A customer may verify the accuracy of a bill by contacting our Business Office at P.O. Box 600, 8 Steve A. Rose Trail, Cherokee Village, Arkansas 72525/72529, 870-257-3508. Our representatives are trained to handle customer inquiries promptly. Please contact our customer service representative and state your complaint. If you have a suggestion for resolving the complaint, please state it.

Tom Thornton
Manager