

CUSTOMER INFORMATION

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Huckleberry Creek Reservoir



The Huckleberry Creek Reservoir is a manmade water supply for the Arkansas River Valley, created by constructing a dam across Huckleberry Creek, a tributary of the Illinois Bayou, immediately upstream of the mouth of Huckleberry Creek. Huckleberry Creek Reservoir was completed in February of 1996. The Reservoir contains over 5.8 billion gallons of water when full. This \$20 million project is projected to satisfy the needs of Russellville and the River Valley for the next 20-25 years. The Water Treatment Plant was originally constructed in 1905. The present Water Plant was expanded in 1950 and then again in 1987 and 1999. The most recent improvements totaled \$5 million dollars and increased the plant's capacity to almost 20 million gallons per day, which is projected, to meet the city's needs for the next 10 years.



P. 479-968-2105
F. 479-858-6112

“Award Winning Water”

FREQUENTLY ASKED QUESTIONS

Office Location

205 West 3rd Place
Russellville, AR 72801
Phone: (479)968-2105
Fax: (479)858-6112

Mailing Address

City Corporation
PO Box 3186
Russellville, AR 72811-3186

Office Hours

8:00 am - 4:30 pm Closed for Lunch 12:00 - 1:00
Monday - Friday
Closed Holidays
customer.care@citycorporation.com
ocx-customer.care@citycorporation.com
www.citycorporation.com

Monthly Bills

Bills for service will be rendered monthly and are due in 20 days from the mailing of the invoice. The term “monthly” for billing purposes will mean the period between any two consecutive readings of the meters by City Corporation, such readings to be taken as nearly as practicable every 30 days. When City Corporation is unable to read a meter after reasonable effort, the customer will be billed on an estimated consumption based on the best available information.

Failure to receive bills in no way exempts a customer from payment of those bills.

Bills may be paid through the mail, through our website (www.citycorporation.com), or at the City Corporation Business Office located at 205 W 3rd Pl. For proper credit, always include the bottom portion of the bill with the payment. To aid in the processing of the payment and to ensure proper credit, please write the account number on the check.

Delinquent Accounts

All City Corporation bills are due upon receipt. A bill becomes delinquent 20 days from the mail date. When the bill becomes delinquent, there is a \$10.00 late fee billed on the next invoice. If payment of delinquent bill is not satisfied and City Corporation is forced to disconnect services, there will be a \$25.00 shut-off processing fee and security deposit required to restore services. In the case of delinquency, we mail out shut-off notices and attempt to contact using an automated dialer; therefore, it is important that the customer supply City Corporation with an updated phone number for the account. The phone number is used in the case of delinquency or for any other billing problems on the account.

Obtaining Service

In order to obtain service where the facilities are already in place, contact City Corporation to arrange turn-ons and installation of meters. It is the policy of City Corporation to turn water service on only when someone is present, or a verbal liability release has been given because of the potential for water damage due to damaged pipes or fixtures. As a matter of policy, City Corporation employees **DO NOT** enter the customer’s home.

Customers are required to produce identification (such as Driver’s License or State issued Identification Cards), Social Security Number, Rental/Lease Agreement or Settlement Statement (Title Papers, Acceptance Papers, etc.) if purchasing home, and a mailing address and telephone number so we can contact you when necessary. All customer billing information and records remain confidential and are encrypted for security.

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citycorporation.com

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Deposits

Rules and Regulations Regarding Deposits

City Corporation has the right to require a deposit equal to two and one-half (2 ½) times the average monthly bill for service rendered. City Corporation will refund said deposit on notice to disconnect service and after payment in full has been made for all service rendered. City Corporation will forward any deposit balance due customer to the forwarding address furnished by the customer. If this deposit balance is not deliverable because of the customer's failure to provide the Utility with a proper forwarding address, a second attempt will be made to refund the deposit. If the second attempt to forward this balance fails, then the deposit balance in the account will be assessed a \$25.00 service charge. Twenty-five dollars will also be charged each time this process is repeated until the deposit is eliminated.

City Corporation may require a deposit from any existing customer:

- a. Whose service has been discontinued for non-payment of a delinquent account
- b. Who has given two (2) invalid checks in the past twelve (12) months
- c. Who has failed to pay his bill by the due date twice within the past twelve (12) months
- d. Who has misrepresented his identity for the purpose of obtaining service
- e. Who has turned his water on again after it has been turned off for any violation of rules, installed a jumper pipe to obtain service without having paid a deposit for service or failed to pay his delinquent bill

Deposit Refund

The deposit made by a customer may be refunded even though the customer remains a customer of City Corporation, provided that the customer has: 1) a five-year historical record of prompt payment; 2) not violated any of City Corporation's rules and regulations. City Corporation shall have no obligation to pay interest on said deposit during the time it is held by City Corporation pursuant to the deposit agreement. The deposit refund will appear as a credit on the bill.

Deposits Unnecessary

There shall be no deposit necessary for any current customer in good standing merely because of a change of service address within the service area of City Corporation.

Helpful Hints on Finding a Leak

The most common water leak is the dripping faucet or toilet leak. To make a test, turn off all faucets and other water outlets. Find your water meter and keep watch on the leak detector on the face of the meter for ten to fifteen minutes. If the meter registers movement, then there is a leak. The size of the leak can be measured by the gpm registered on the face of the meter. Dumping some laundry bluing into the tank of a toilet after it has filled and become quiet can make a quick check for a toilet leak. If the bluing appears in the bowl before flushing, a leak is present. Visit our website, www.citycorporation.com to sign-up for EyeOnWater to monitor usage and set leak alerts. For more information on how to conserve or identify leaks or high usage, please call and speak to one of our knowledgeable Customer Service Representatives.



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WATER & SEWER RATES

Monthly Water Meter Charge

Each customer shall pay a monthly charge based on the size of the customer's water meter, as follows:

<u>Meter Size</u>	<u>Inside City Limits</u>	<u>Outside City Limits</u>	<u>Meter Size</u>	<u>Inside City Limits</u>	<u>Outside City Limits</u>
5/8"	\$13.74	\$20.61	2"	\$47.40	\$71.10
3/4"	\$13.74	\$20.61	3"	\$77.74	\$116.61
1"	\$19.01	\$28.52	4"	\$248.83	\$373.25
1 ½"	\$36.12	\$54.18	6" and larger	\$306.96	\$460.44

Additional Charge for Water Usage

In addition to the monthly meter charge, each customer shall be required to pay for water usage in accordance with the following schedule:

<u>Inside City Limits</u> (per 1,000 gallons)	<u>Residential</u>	<u>Commercial</u>	<u>Industrial</u>	<u>Public Authority</u>	<u>Municipal</u>	<u>Wholesale</u>
0-2,000	\$2.52	\$2.80	\$2.34	\$3.14	\$2.42	\$2.01
2,001-5,000	\$3.03	\$2.80	\$2.34	\$3.14	\$2.42	\$2.01
5,001 and up	\$3.31	\$2.80	\$2.34	\$3.14	\$2.42	\$2.01

<u>Outside City Limits</u> (per 1,000 gallons)	<u>Residential</u>	<u>Commercial</u>	<u>Industrial</u>	<u>Public Authority</u>	<u>Municipal</u>	<u>Wholesale</u>
0-2,000	\$3.78	\$4.20	\$3.51	\$4.71	\$2.42	\$2.01
2,001-5,000	\$4.55	\$4.20	\$3.51	\$4.71	\$2.42	\$2.01
5,001 and up	\$4.97	\$4.20	\$3.51	\$4.71	\$2.42	\$2.01



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Private Fire Protection Net Annual Rate (Private Fire Hydrants and Fire Sprinkler Services)

<u>Size of Service Connection</u>	<u>Inside City Limits</u>	<u>Outside City Limits</u>
6" and smaller	\$434.75	\$652.13
8"	\$774.03	\$1,161.05
10"	\$1,208.28	\$1,812.42
12" and larger	\$1,360.54	\$2,040.81

Surcharge for Customers Within City Limits

In addition to the monthly meter charge and the additional charge for water usage, each customer whose premises are located within the corporate limits of the City is required to pay a charge equal to 4.5% of the monthly charge for the meter and the additional charge for water usage, which is a fee City Corporation pays to the City of Russellville, somewhat like a franchise fee for the use of City rights-of-way and their maintenance.

Taxes & Fees

Arkansas State Sales Tax 6.5%, City of Russellville 1.5%, and Pope County Tax 1%.

<u>Service</u>	<u>Fee</u>
Meter Turn On/Off	\$25.00
Returned Check	\$25.00 plus any bank fees incurred
Tampering	\$100 plus time and materials and/or any related expenses
Late Payment	\$10.00
After Hours Service Call	\$75.00
Repeat Trip/Service Call	\$25.00
Shut Off Processing/Collection	\$25.00
Pressure/Volume Check	\$25.00
Meter Re-Read	\$25.00
Check Leak/Stoppage (if customer side)	\$25.00
Water Quality Lab Test Request	\$25.00
Set Fire Hydrant Meter	\$50.00
Sewer Cleanout Cap Replacement	\$50.00
Connection Fee	\$25.00
Service Call (operating hours)	\$25.00
Meter Tests (if found to be accurate and valid)	\$50.00 plus any related expenses

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Sewer Service Charge

Monthly residential sewer service charge is computed on the average water used in the month of January, February, and March of each year. In general, these are the months when residential customers use the least amount of water and when water issued is going into sanitary sewer for treatment.

Charges for new domestic users will be based on the water consumption of a typical user of the same or similar class until a water use history is established and the average computed. Charges for all other classes of customers (commercial, industrial, etc.) are based on the same rate but are computed each month according to the amount of water used.

Charges are computed in compliance with city ordinances and rates as follows:

<u>Usage</u>	<u>Inside City Limits</u>	<u>Outside City Limits</u>	<u>Wholesale</u>
First 1,000 Gallons Per Month	\$16.21 Per Month	\$24.32 Per Month	\$12.15 Per Month
1,001-20,000	\$6.29 Per 1,000 Gallons	\$9.44 Per 1,000 Gallons	\$4.72 Per 1,000 Gallons
20,001 Gallons and Over Per Month	\$5.36 Per 1,000 Gallons	\$8.04 Per 1,000 Gallons	\$4.01 Per 1,000 Gallons

Grinder Pump Stations

There will be an additional monthly charge of \$19.57 to those customers who require a grinder pump. This charge is in addition to the initial purchase price of the grinder pump and normal installation cost.

Pretreatment Program Permits Fees

For those customers who require a pretreatment permit in compliance with city ordinances shall be subject to the following fees:

New Permit Fee (currently 5 years)	\$500.00
Permit Renewal Fee	\$500.00

Septic Tank Haulers

Septic Tank Haulers dumping septic waste at our facility with approval shall be subject to the following fees:

Permit Fee (currently 1 year)	\$500.00
Annual Permit Renewal Fee	\$500.00
Discharge/Dump Fees	\$1.00 per gallon

TAPPING FEES

Water Tapping Fees

Water tapping fees shall be the permit fee plus the actual cost (time & material) to make the tap.

Single Service - 3/4", 1", or 2"

Inside/Outside City Limits \$75.00 + Time & Material

Bullhead Service - 3/4" or 1" (two services side by side)

	<u>First Service</u>	<u>Second Service</u>
Inside/Outside City Limits	\$75.00 + Time & Material	\$75.00 + Time & Material

Sewer Tapping Fees

Sewer tapping fees shall be the permit fee plus the actual cost (time & material) to make the tap.

Gravity Sewer Service - 4" or 6" (size on size not allowed)

Inside/Outside City Limits \$75.00 + Time & Material

Grinder Service - 1-1/4" to 2"

Inside/Outside City Limits \$75.00 + Time & Material

Sewer taps on certain sections of Parkway Avenue are subject to the Parkway Sewer Impact fee of \$1,500.00. Contact City Corporation Engineering Department to determine applicability.