

Doing Our Best

**MALVERN WATER WORKS**



for You.

**OFFICE LOCATION:** 506 Overman St.

**MAILING ADDRESS:** P.O. Box 638, Malvern, AR 72104

**OFFICE HOURS:** 8:00 a.m. - 4:30 p.m., Monday – Friday

**PHONE NUMBER:** 501-332-3634

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## OBTAINING SERVICE

In order to obtain service, **you will need to fill out a service agreement and provide your social security number and photo identification.** Our office can then arrange turn-ons and installation of meters. It is the policy of the Malvern Water Works to turn water service on only when someone is present because of the potential for water damage due to damaged pipes or fixtures.

Meters are set and/or turned on and sewer service connected between 1:00 p.m. and 4:00 p.m., Monday through Friday.

## DEPOSITS

For all customers a deposit plus a connection fee of **\$15.00** is necessary to connect to our water system. The deposit is applied to your final bill when you leave our water system. The Utility will forward any deposit balance due the customer to the forwarding address furnished by the customer. If you move from one house on our water system to another house on our system, the deposit is transferred; there would be a **\$15.00** transfer fee at that time. **If you are renting, a copy of the rental agreement listing all the occupants of the residence and the landlords contact information is required to establish service.**

The required deposit is as follows:

- Residential Owners \$75.00
- Residential Renters \$150.00
- Commercial & Large Users \$100.00

## MONTHLY BILLS

Bills for service will be rendered monthly. The term "month" for billing purposes will mean the period between any two consecutive readings of the meters by the Water Department such readings to be taken as nearly as practicable every thirty days. Water bills are mailed by the last working day of each month. If the bill is not received, it is the **CUSTOMER'S RESPONSIBILITY** to contact our office. Water bills are **due by the 10<sup>th</sup>** of each month. Payments received after the 10<sup>th</sup> will receive a 10% late fee and a shut-off notice will be sent to the customer. **Failure to receive bills in no way exempts the customer from payment of bills.** If you have not received a bill by the 2<sup>nd</sup> day of the month, you may call our office to request the balance and receive a copy of your bill.

When the Water Department is unable to read a meter after a reasonable effort, the customer will be billed on an estimated consumption based on the best available information.

## Payment

We like to encourage our customers to use automatic bank drafting. Automatic Bank Drafting eliminates the time and expense of addressing envelopes, buying stamps, writing checks and driving to the post office or across town to pay your water and sewer bill. When you subscribe to automatic payment service, you will still receive a copy of your monthly bill prior to the actual drafting of the bill. If you have an issue with the bill, you can notify MWW and stop the draft. An authorization for Automatic Bank Drafting is available at the Malvern Water Work's business office.

Bills may be paid through the mail, at the Malvern Water Work's business office located at 506 Overman Street, or (for credit card, debit card, or electronic check) through Payclix online at [payclix.com](http://payclix.com) or 1-866-payclix. For proper credit, always include the stub section of the bill with your payment. To aid in the processing of the payment and to insure proper credit, **please write the account number on your check.**

For questions about your bill, the Customer Service Office and telephone lines are open between 8:00 a.m. and 4:30 p.m., Monday thru Friday. The drive up window is open between 8:00 a.m. and 4:30 p.m., Monday thru Friday.

## DISCONTINUANCE OF SERVICE

If you are the person responsible for the bill at a residence, and you move away from that residence, you must notify MWW so that the water service can be disconnected. If you fail to notify MWW, billing will continue in your name.

In accordance with city ordinance 14. 04. 090, if a bill is not paid within 16 days after the billing date, service for the affected premise or customer will be discontinued. When it becomes necessary to cut off water service for reason of non-payment of bills, there will be a **\$25.00** charge added to the account.

## IDENTIFYING WATER AND SEWER EMPLOYEES

In the course of providing safe and reliable water supply, the Water Dept. employees visit homes or businesses periodically to read or change water meters, make repairs, investigate complaints, discontinue or restore service, etc. All of the MWW vehicles should be clearly identified on the side of the vehicle.

If there is any doubt about the person being a Water Dept. employee, call the office to confirm the purpose and identity of the person.

As a matter of policy, Water Dept. employees **DO NOT** enter the customer's home.

## RESPONSIBILITY FOR SERVICE

Malvern Water Works owns, maintains and repairs all of the underground water and sewer mains.

The customer owns and is responsible for the installation, maintenance and repair of everything from the water meter to the house. For sewer, the customer is responsible for everything from the house to the sewer main.

If a leak occurs on the customer's portion of the line, the customer must have it repaired. Malvern Water Works is not responsible for damage to the customer's property due to water leaks or sewage backups. MWW recommends you contact your insurance provider to confirm coverage for such incidences.

The water meter is normally located in a meter box near the property line. The customer should have, (according to plumbing codes), a shutoff valve located in the line near the outlet of the water meter. The meter box should never be covered (i.e., paving, plants, or dirt). Shrubs, trees, etc., must be kept trimmed from around the meter box. The Water Dept. will trim these if they are not maintained by the customer.

## TAPPING FEES

### Water Tapping/ Connection Fees:

3/4" Meter	\$550.00
1" Meter	\$750.00
1 1/2" Meter	\$1,900.00

2" Meter	\$2,100.00
Split Service (3/4")	\$375.00

**The fees listed above are minimum costs.** Final cost of all services will be based on actual cost. Additional fees could include, but are not limited to, the cost of a required road bore or street cut. Fees for any street cut shall be paid to the City of Malvern.

### Sewer Tapping Fees:

New 4" Service	\$500.00
Renewal	400.00

**The fees listed above are minimum costs.** Final cost of all services will be based on actual cost. In addition, fees for any street cut shall be paid to the City of Malvern.

### SERVICE CHARGES

Insufficient Checks	\$25.00	Late Payments	10% of bill
Reconnect Fees	\$25.00	Service Calls	\$15.00

### CONTINUOUS SERVICE

Malvern Water Works will strive to maintain continuous service but is not liable for loss or damage caused by interruption, delay, or failure of service. In the event of disruption of service, every reasonable effort will be made to restore service as promptly as possible.

### HELPFUL HINTS ABOUT LEAKS

The most common water leak is a dripping faucet. Toilet leaks are also common. A quick check can be made by dripping some food coloring into the commode tank after it has filled and become quiet. If after 15 min. the coloring appears in the bowl, this indicates a tank leak.

To make a leak test of the overall plumbing, turn off all faucets and other water outlets, and keep watch on the meter for ten or fifteen minutes. If the hand continues to move, then there is a leak; the size of which can be measured by timing the hand to see how long it takes to waste a given quantity.

If you have had a very large leak, MWW can help with a bill adjustment. To qualify for the adjustment, you must provide a receipt for parts and or labor to make the necessary repairs. The adjustment will be based on an average of the last six (6) months usage, plus one half (1/2) of the excess amount. **This adjustment can only be taken one time per year.**

## WATER SERVICE CHARGES

Charges for all classes of customers 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:

### Minimum Monthly Charge Effective February 14, 2011

Class of Customer	Inside City	Outside City
Residential One	9.50	19.00
Residential Two	14.00	28.00
Sprinkler (Irrigation)	14.00	28.00
Small Commercial	21.25	42.50
Large Commercial	36.75	73.50
Wholesale		6.00

### Additional Monthly Charges

In addition to the minimum monthly charge, the following rates shall apply to the amount of water used in excess of 2,000 gallons per month.

Each 100 gallons or any part thereof:

Inside City	Outside City	Wholesale
\$0.435	\$0.870	\$0.300

### Wholesale Customers

Wholesale water customers shall pay a monthly meter charge based on the size of their master meter connection, as follows:

Meter Size	Charge
6 - inch	\$200
4 - inch	\$120
3 - inch	\$90
2 - inch	\$50
1 1/2 - inch	\$45

## SEWER SERVICE CHARGES

<b>Class of Customer</b>	<b>Inside City</b>	<b>Outside City</b>
Residential	12.00	24.00
Small Commercial	21.00	42.00
Large Commercial	42.75	85.50

In addition to the minimum monthly charges above, the customer shall be charged \$3.00 per thousand gallons of water consumed per month.