



Tontitown Water Utility  
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## Understanding Your Account

### *To All New Water Customers*

Welcome to the City of Tontitown. I would like to take a minute to let you know what to expect in relation to your water bill. We have three basic services that we provide are Water, sewer and sanitation. We are not actually the trash collection service, we simply include the billing for Waste Management on our water bills. The City has a base charge for each service for residential customers. The base charge for water is \$18.80 per month, sewer is \$13.20 and sanitation is \$11.50. In other words, before you consume any water your bill is \$43.50 plus tax. Water is billed at a rate of \$4.94 per thousand and sewer is \$8.79 per thousand. Therefore, a water customer inside the City limits, that is connected to sewer and consumes 2,000 gallons a month can expect a bill of \$70.96 plus tax.

Sincerely, James L Clark, Public Works Director

### Fees, Deposits, and Refunds

Tontitown Water Utility is committed to providing you with the highest quality water and sewer service possible. However, to be able to provide the service there are certain minimal charges which must be paid. These charges are outlined as follows:

#### Deposits

A deposit is required for you to initiate water service. A new deposit is required for each different type of service you have (i.e., commercial, residential, etc.). These deposits may be waived under certain conditions. Credit references are accepted in lieu of deposits.

These deposits are refundable upon termination of service and will be applied to any final bill. If you have any remaining deposit, you will be issued a check for the balance. Deposits are only refundable to the person whose name is on the account. When you transfer your account (receive water service at another location or move to another location on our water service) you do not have to pay another deposit; your current deposit will be transferred to your new account. If you ever leave the Tontitown Water Utility and receive your deposit back, you must pay a new deposit when you initiate service again with the utility.

#### Service Charge

You pay a minimal service charge when you transfer your account from one address to another in Tontitown's Water Service Area. This non-refundable fee is a standard set rate of \$10.00.

#### Water & Sewer Fees

Tap fees are required for each new service. These fees are non-refundable

#### Irrigation Meters

Meters supplying irrigation systems may be put on "vacation" status during the winter months when you are not watering. You may be able to avoid paying those minimum monthly bills!

#### Solid Waste Service Fees

Solid waste service is mandatory for all customers inside city limits. You have the option of 4 bags, 8 bags, or 12 bags per week. If you are 65 or older, you may choose to be set up on the Yellow Bag Program. On this program you will not pay a monthly bill, but will buy the bags as you need them.

#### Payment Options Available

We offer online bill pay at the following website: <https://tontitown.viewmybill.net>. This will give allow you to receive your bill by e-mail and paying it online. You can also have your account automatically drafted. These forms can be picked up at the office or printed from our website at [www.tontitown.com](http://www.tontitown.com) under Departments/Water & Sewer Utilities/Water and Sewer Applications.

Online bill pay allows you to choose the day the payment is taken from your account and bank drafts are posted on the 10<sup>th</sup> of every month or the next business day. You may choose one or both options as your payment option. Remember when registering for online bill pay you will no longer receive a paper bill, it will come to your email.

#### Preventing Sewer Backups

Have you ever had your sewer plug up and back into your home or business? Hopefully not, but if you are not careful it can happen. A large number of sewer backups are caused by grease. Grease blockages are caused by disposing of fats, oils and greases down the drain. Over time they build up inside the pipe that connects your home or building to the public sewer system, eventually plugging it completely. When this happens, the sewer draining from your home or business backs up and overflows onto your property or into your home or business. Below are some things that you can do to avoid grease caused sewer backups in your home or business.

In addition to the smell, mess and threat to health, sewer overflows are costly to remedy and repair. Plumbers and others that clean drains can cost a lot of money, and the responsibility for the cost is the homeowners.

HOMEOWNERS can greatly reduce the change of a grease blockage by not using the kitchen sink and garbage disposal for food scraps. Instead, always use a paper towel or rubber spatula and thoroughly scrape plates and pans into the garbage can before washing. Let melted oils used for cooking solidify in a container on the counter or in the refrigerator before placing them into the garbage. Vegetable and meat scraps, salad dressing, rice, butter, cooking oils and many other common items quickly turn to grease that will eventually block your sewer. Also garbage disposal can lower your water bill.

COMMERCIAL CUSTOMERS who discharge fats, oils and greases are required to pre-treat their sewer discharges containing fats, oils, and greases. Operating a good grease abatement program also makes good business sense. A grease blockage can shut a business down for several days and cost thousands of dollars in lost profits and clean-up expenses. A little preventative maintenance will ensure that you meet City Code and avoid this costly problem.

First, keep your "gray" and "black" water drains separate. Gray water lines are drain lines for disposal of grease-laden kitchen waste. Black water lines are drain lines for restrooms. Second, always scrape all plates, pots and pans into the garbage. Third, as required by City Ordinance for commercial food preparation businesses and restaurants, install and maintain a grease pre-treated system. Pre-treatment systems can include interior grease traps, exterior grease interceptors or bio-treatment, or a combination of these systems.

**TONTITOWN WATER SERVICE RATES - Effective February 18, 2019**

Inside City Minimum Bill	
Meter 5/8" inch	\$ 18.80
State Tax (6.5%)	\$ 1.22
County Tax (1.25%)	\$ 0.24
City Tax (2%)	\$ 0.52
Health Fee	\$ 0.30
Total	\$ 21.08
<b>Inside City Rates</b>	<b>Per 1,000 Gal</b>
0-50,000 GAL	\$ 4.94
50,001-100,000 GAL	\$ 5.43
100,001 and up	\$ 5.97

Outside City Minimum Bill	
Meter 5/8" inch	\$ 24.44
State Tax (6.5%)	\$ 1.59
County Tax (1.25%)	\$ 0.31
Health Fee	\$ 0.30
Total	\$ 26.63
<b>Outside City Rates</b>	<b>Per 1,000 Gal</b>
0-50,000 GAL	\$ 6.37
50,001-100,000 GAL	\$ 7.01
100,001 and up	\$ 7.71

WATER FEES					
Monthly Meter Base Rate	5/8"	1"	2"	3"	4"
Inside City	\$ 18.80	\$ 48.07	\$ 319.03	\$ 864.91	\$ 1,152.90
Outside City	\$ 24.44	\$ 62.49	\$ 414.74	\$ 1,124.38	\$ 1,498.77

Tap Fees	5/8"	1"	2"	3"	4"
	\$ 950.00	\$ 1,150.00	\$ 4,000.00	\$ 4,500.00	\$ 5,000.00

The cost of all road bores shall be paid by the customer.

Bores and encasements must comply with TWU Standard Specifications.

**TAP FEES FOR APARTMENTS, TOWNHOUSES AND OTHER MULTI-FAMILY DEVELOPMENT**

Multi-family developments shall provide one water meter per residential unit. Master meters for multiple units or buildings will not be allowed. In order to receive the reduced tap fee rate, the calculated, non-refundable fee for the entire project must be paid in full prior to the issuance of building permits. This reduced fee option is only available for multi-family development projects in which the entire cost of construction of water and sewer utilities within the project are paid for and installed by the developer. Water utilities shall include; water pipes, valves, valve boxes, fire hydrants, tapping saddles, corporation stops, service lines, meter yokes, meter boxes and lids. Sewer utilities shall include; sewer pipes, manholes, manhole rings and lids, tracer ports, pumps, controls and other necessary appurtenances to transport sewage from the new development to an existing sewer main of adequate size to accept the increased flow. All materials used in the construction of water and sewer utilities must conform with the City of Tontitown Standard Specifications.

**MULTI-FAMILY TAP FEE RATES**

Number of units	0 - 50	51 - 100	101 - 150	151 - 200	Over 200
Tap fee per unit	\$ 1,250.00	\$ 1,000.00	\$ 750.00	\$ 500.00	\$ 250.00

**METER DEPOSIT FEES**

Residential	\$ 50.00
Commercial	\$ 80.00
Hydrant Meter - 5/8"	\$ 200.00
Hydrant Meter - 2"	\$ 900.00

**Notes:**

1. A 10% late charge will be assessed to all bills that are not paid by the due date, as shown on bill.
2. All accounts not paid by the shut off date, as shown on late notice, will have a \$25 reconnection fee if connected during normal business hours.
3. All accounts not paid by the shut off date, as shown on late notice, will have a \$100 reconnection fee if connected after normal business hours.
4. Fees charged for returned checks are \$25, plus any bank service charges.
5. The service charge to test meters or change meter sizes is \$50 plus applicable tap charge if needed.

**TONTITOWN SEWER SERVICE RATES - Effective February 5, 2019**

Adopted by Tontitown Ordinance February 5, 2019

SEWER RATES	Inside City	Outside City
Monthly Base Charge	\$ 13.20	\$ 17.82
Cost per Thousand gallons	\$ 8.79	\$ 11.87
Industrial User*	\$ 11.66	\$ 15.39

\* Industrial user shall be defined by usage in excess of 100,000 gallons per month.

**SEWER TAP FEES**

4" Service	\$ 500.00
6" or Larger Service	\$ 1,000.00

**TONTITOWN SOLID WASTE SERVICE RATES - Effective 07/18/2017**

	4 Bag	8 Bag	12 Bag	Yellow Bags (10)*
Base Rate	\$ 11.50	\$ 22.43	\$ 33.64	\$ 15.40
State Tax - 6.5%	\$ 0.75	\$ 1.46	\$ 2.19	\$ 1.00
City Tax -2.0%	\$ 0.23	\$ 0.45	\$ 0.67	\$ 0.31
County Tax - 1.25%	\$ 0.14	\$ 0.28	\$ 0.42	\$ 0.19
Franchise Fee (4.25% of Base)	\$ 0.49	\$ 0.95	\$ 1.43	\$ -
Billing Fee	\$ 0.60	\$ 0.60	\$ 0.60	\$ 0.60
	<b>\$ 13.71</b>	<b>\$ 26.17</b>	<b>\$ 38.95</b>	<b>\$ 17.50</b>

**Recycling**

Rate	\$ 2.50
State Tax	\$ 0.16
City Tax	\$ 0.05
County Tax	\$ 0.03
	<b>\$ 2.74</b>

\*Available to Citizens 65 or greater. (Persons on the program do not have to pay the monthly rate just the bags used.) Each residential account shall be allowed the equivalent of four (4) 35-gallon plastic trash bags per week.