

ORDINANCE NO. 2013-03-415

**AN ORDINANCE ESTABLISHING NEW WATER RATES AND DECLARING  
AN EMERGENCY.**

**WHEREAS**, increases in the cost of water and of the services necessary to supply water to the consumers for the Tontitown Municipal Water System requires an adjustment of rates charged for water so furnished to the consumers; and

**WHEREAS**, pursuant to a letter dated December 31, 2011 the Springdale Water Utilities notified the City of Tontitown that it would be increasing the water rates to the City of Tontitown, therefore, it is necessary for the City of Tontitown to adjust its water rates; and

**WHEREAS**, it is anticipated that further adjustments in water rates will be required in the future, now, therefore,

BE IT ORDNATED BY THE CITY COUNCIL PF THE CITY OF TONTITOWN,  
WASHINGTON COUNTY, ARKANSAS:

SECTION 1. That the following water rates which are attached to this Ordinance are hereby fixed for the services to be rendered by the Tontitown Municipal Water System for consumers within the corporate limits of the City of Tontitown, Arkansas. Copies of the rate schedule will be available at the Tontitown Water Department.


SECTION 2. That the following water rates which are attached to this Ordinance are hereby fixed for the services to be rendered by the Tontitown Municipal Water System for consumers living outside the corporate limits of the City of Tontitown, Arkansas. Copies of the rate schedule will be available at the Tontitown Water Department.

SECTION 3. The provisions set forth herein are necessary to continue to provide adequate water supplies to the consumers of the Tontitown Municipal Water System, and for the protection of said customers, and the City Council of the City of Tontitown hereby determines and declares that an emergency exists, and that this Ordinance, being necessary for the preservation of the public peace, health, safety, and welfare, shall be in force and take effect immediately upon and after its passage.

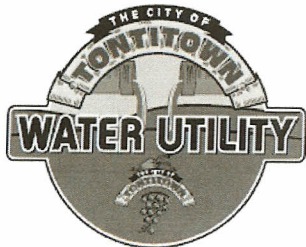
PASSED: 3/5/13

APPROVED: 

ATTEST:



City Clerk



Tontitown Water Utility  
155 Fantinel Drive Suite D  
Post Office Box 127  
PH# 479-361-2996 FAX# 501-421-8774  
E-Mail [water@tontitownws.com](mailto:water@tontitownws.com)

## Understanding Your Account

### **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 and access 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.tontitownws.com](http://www.tontitownws.com) under the Customer Service Tab. 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.

For more information view the following website: [www.tontitownws.com](http://www.tontitownws.com)



## **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.

## **Sanitary Sewer Maintenance Policy**

### **PURPOSE AND OBJECTIVE:**

To provide Tontitown (herein called "the City") and property owners a clear description of the parties' responsibility for the operation and maintenance of sanitary sewer lines

### **PROCEDURES AND RESPONSIBILITIES:**

1. Tontitown Water Utilities shall operate and maintain all sewer mains and trunk lines within the City.
2. Service laterals or building drains are the responsibility of the homeowners.

### **SERVICES PROVIDED:**

The city will respond to sewer backups or repair requests even if the line to be repaired may be a private sewer lateral. In the event that a private line needs repair, the City will not be responsible to make the needed repairs, but will assist the property owner to the extent reasonably appropriate. This assistance may include locating clean out, locating laterals, providing mapping information, making recommendations for remedy or repairs, and providing emergency services not otherwise available.

**TONTITOWN WATER SERVICE RATES -  
Effective March 18, 2013**

<u>Inside City Minimum Bill</u>			<u>Outside City Minimum Bill</u>		
Meter 5/8/ inch	\$18.80		Meter 5/8/ inch	\$24.44	
State Tax (6%)	\$1.13		State Tax (6%)	\$1.13	
County Tax (1.25%)	\$0.24		County Tax (1.25%)	\$0.24	
City Tax (2%)	\$0.38		City Tax (2%)	\$0.38	
Health Fee	\$0.30		Health Fee	\$0.30	
Total	\$20.84		Total	\$26.48	
<u>Inside City Rates</u>			<u>Outside City Rates</u>		
	Per 1,000 Gal			Per 1,000 Gal	
0-50,000 GAL	\$4.25		0-50,000 GAL	\$5.53	
50,001-100,000 GAL	\$4.19		50,001-100,000 GAL	\$5.45	
100,001 and up	\$4.15		100,001 and up	\$5.40	
<b>WATER FEES</b>					
<b>Meter Monthly Base Rates</b>	<b>5/8"</b>	<b>1"</b>	<b>2"</b>	<b>3"</b>	<b>4"</b>
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
<b>Tap Fees</b>	<b>5/8"</b>	<b>1"</b>	<b>2"</b>	<b>3"</b>	<b>4"</b>
Short Single	\$770.00	\$990.00	\$3,905.00	\$4,455.00	\$5,005.00
Long Single	\$880.00	\$1,100.00	\$4,015.00	\$4,565.00	\$5,115.00
Short Double	\$880.00	\$1,100.00	\$4,015.00	\$4,565.00	\$5,115.00
Long Double	\$990.00	\$1,210.00	\$4,125.00	\$4,675.00	\$5,225.00
<b>Note: All road bores are paid by the customer. Bore permits and pre-payment of bore fees must be paid at W&amp;S Dept. prior to construction.</b>					
<b>Bores and encasements must comply with TWU Specifications found at</b>			<a href="http://tontitownws.com/pdf/currentwsspec.pdf">http://tontitownws.com/pdf/currentwsspec.pdf</a>		
<b>Access Fees</b>	<b>5/8"</b>	<b>1"</b>	<b>2"</b>	<b>3"</b>	<b>4"</b>
Inside City	\$935.00	\$935.00	\$935.00	\$935.00	\$935.00
Outside City	\$1,375.00	\$1,375.00	\$1,375.00	\$1,375.00	\$1,375.00
<b>Meter Deposit Rates</b>					
Existing homes	\$50.00				
Commerical	\$80.00				
Hydrant Meter	\$900.00				
<b>Notes</b>					
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. An annual fee of \$90 will be charged to verify working condition of Cross Connection devices. Repairs are the responsibility of the customer.					
6. The service charge to test meters or change meter sizes is \$50 plus applicable tap charge if needed.					

<b>TONTITOWN SEWER SERVICE RATES - Effective March 31, 2011</b>					
<b>Adopted by Tontitown Ordinance 2011-03-374</b>					
<b><u>Sewer Rates</u></b>	<b>Inside City</b>			<b>Outside City</b>	
Monthly Base Charge	\$13.20			\$17.82	
Cost per Thousand gallons	\$8.53			\$11.52	
			<b>SEWER FEES</b>		
<b><u>ACCESS Fees</u></b>		<b>Meter Size</b>			
New Residential Customer	\$2,500.00	5/8 Inch			
Commercial Customer	\$2,500.00	5/8 Inch			
Commercial Customer	\$3,500.00	1 Inch			
Commercial Customer	\$15,000.00	2 Inch			
Commercial Customer	\$30,000.00	3 Inch			
Commercial Customer	\$45,000.00	4 Inch			
Commercial Customer	\$90,000.00	6 Inch			
TAP Fees	\$450.00				



	A	B	C	D	E	F
74						
75		<b>TONTITOWN SOLID WASTE SERVICE RATES - Effective April 3, 2012</b>				
76						
77						
78		<b>4 Bag</b>	<b>8 Bag</b>	<b>12 Bag</b>	<b>1 Yellow Bag*</b>	
79	<b>Rate</b>	\$ 13.50	\$ 27.01	\$ 40.51	\$ 1.45	
80	<b>State Tax</b>	\$ 0.81	\$ 1.62	\$ 2.43	\$ 0.09	
81	<b>City Tax</b>	\$ 0.27	\$ 0.54	\$ 0.81	\$ 0.03	
82	<b>County Tax</b>	\$ 0.17	\$ 0.34	\$ 0.51	\$ 0.02	
83	<b>Service Fee</b>	\$ 0.90	\$ 0.90	\$ 0.90	\$ -	
84	<b>Billing Fee</b>	\$ 0.60	\$ 0.60	\$ 0.60	\$ 0.60	
85		<b>\$ 16.25</b>	<b>\$ 31.00</b>	<b>\$ 45.76</b>	<b>\$ 2.18</b>	
86						
87		<b>Recycling</b>				
88	<b>Rate</b>	\$ 3.69				
89	<b>State Tax</b>	\$ 0.22				
90	<b>City Tax</b>	\$ 0.07				
91	<b>County Tax</b>	\$ 0.05				
92		<b>\$ 4.03</b>				
93						
94	*Available to Citizens 65 or greater. (Persons on the program do not have to pay the monthly rate just the bags used.)					
95	<b>Each residential account shall be allowed the equivalent of four (4) 35-gallon plastic trash bags per week.</b>					