

ORDINANCE NO. 2013-06-427

**AN ORDINANCE ADOPTING, STANDARD OPERATING PROCEDURES, FOR THE
CITY OF TONTITOWN'S WATER UTILITY**

WHEREAS, the City Council of Tontitown, Arkansas deems it necessary to adopt certain standards for development, which are implemented for the purposes of promoting the health, safety, and general welfare of the citizens of Tontitown, Arkansas.

WHEREAS, the City Council has reviewed the standard operating policies of the Tontitown Water Utility and recommends the codification of this section.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF TONTITOWN, ARKANSAS, that there is hereby established the standard operating policies for the City of Tontitown Water Utility, a copy of which is attached hereto and made part of this ordinance by reference. Any prior regulations or code sections in conflict with the attached Code Section herein adopted are hereby repealed.


SECTION 1. The attached terms standard operating policies for the City of Tontitown Water Utility is incorporated herein.

PASSED AND APPROVED THIS 4 DAY OF June, 2013.



Mayor of the City of Tontitown

ATTEST:



Recorder-Treasurer of City of Tontitown

SPONSOR:



City of Tontitown Standard Operating Policies

***Adopted June 4th, 2013, Ordinance
2013-06-427***

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T & C = Terms & Conditions of Service
PH = Personnel Handbook

CITY OF TONTITOWN Policy Bulletin No. 001

Subject:

Aims

CITY OF TONTITOWN Policy:

The CITY OF TONTITOWN or Tontitown Water Utility will be referred to as ("CITY OF TONTITOWN") hereafter. The primary purpose of the CITY OF TONTITOWN is to provide adequate and dependable water and sewer service to all its users, consistent with good business practices, dedicated to preserving the health, safety, and welfare of all its users.

Procedure:

This shall be accomplished by a cooperative coordination of effort and all personnel to extend water and sewer service to everyone within the city limits of Tontitown, Arkansas, consistent with the policies hereinafter set forth.

Responsibility:

This is a direct responsibility of the Tontitown City Council and all employees.

CITY OF TONTITOWN Policy Bulletin No. 002

Subject:

Rules and Regulations

CITY OF TONTITOWN Policy:

The Tontitown City Council shall have the power to make and adopt such rules and regulations, not inconsistent with law, and the Articles of the Ordinances establishing the department, as it may deem advisable for the management, administration, and regulation of the business affairs of the Water and Sewer Department.

Responsibility:

Tontitown City Council

Procedure:

As established by State Statutes 14-234-116 and 14-234-306 and the following CITY OF TONTITOWN Policy bulletins.

Reference:

As outlined in the CITY OF TONTITOWN Policy.

CITY OF TONTITOWN Policy Bulletin No. 003

Subject:

No Prejudice of Rights

CITY OF TONTITOWN Policy:

The failure of the Water and Sewer Department to enforce any of the terms of the policies, rules and regulations adopted by the Tontitown City Council shall not be deemed as a waiver of the right to do so.

Procedure:

As outlined in the CITY OF TONTITOWN Policy

Responsibility:

Tontitown City Council

CITY OF TONTITOWN Policy Bulletin No. 004

Subject:

Management of the Water and Sewer Department

CITY OF TONTITOWN Policy:

Powers:

The business and affairs of CITY OF TONTITOWN shall be managed by the CITY OF TONTITOWN Manager, which may be referred as the water and sewer department head, director, or manager, as appointed by the Mayor. An advisory board of five Water and five Sewer Committee Members shall report to the Mayor and advise the City Council on water and sewer related matters. The City Council delegates detailed management to a full-time department CITY OF TONTITOWN Manager, but exercised functions of CITY OF TONTITOWN Policy making, program planning, supervision over execution of policies and programs, borrowing of money, letting of contracts and general financing control, shall be the responsibility of the City Council.

Responsibility:

Tontitown City Council

Procedure:

CITY OF TONTITOWN Policy Bulletin No. 005

Subject:

Employees-Selection and Discharge of

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 006

Subject:

Employee Grievances

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 007

Subject:

Equal Employment Opportunity

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 008

Subject:

Unemployment Compensation Taxes

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 009

Subject:

Employment-Hours of

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 010

Subject:

Time, Overtime, and Recording

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 011

Subject:

Vacation Time

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 012

Subject:

Holidays

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 013

Subject:

Sick Leave and Sick Leave Pay

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 014

Subject:

Attendance at Funerals

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 015

Subject:

Pregnancy Leave

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 016

Subject:

Workmen's Compensation

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 017

Subject:

Military Leave and Re-Employment of Veterans:

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 018

Subject:

Engineering Services

CITY OF TONTITOWN Policy:

The department may engage the services of professional engineers, as needed. Procedures for selecting engineers shall follow a request of qualification, pursuant to Arkansas State law, and such engineers shall report to CITY OF TONTITOWN's manager as needs require.

Procedure:

As outlined in the ACA 19-11-802

Responsibility:

CITY OF TONTITOWN Manager

CITY OF TONTITOWN Policy Bulletin No. 019

Subject:

Accounting and Auditing Services

CITY OF TONTITOWN Policy:

The Selection of a CPA is the responsibility of the City Council. The City Council shall designate or select a CPA, pursuant to Arkansas State Law, who will perform the annual audit service involved in certification of the department's financial condition at the close of each fiscal year. The CPA shall execute all certificates and other instruments pertaining to the audit as required by State Law.

At the close of each fiscal year, a complete audit of the accounts, books and financial condition of the Water and Sewer Department must be completed within 120 days after the end of the fiscal year, a copy of which shall be presented to the City Council at the completion of the audit.

Responsibility:

City Council

Procedure:

As outlined in ACA 19-11-802

CITY OF TONTITOWN Policy Bulletin No. 020

Subject:

Service Area

CITY OF TONTITOWN Policy:

No person, family, organization, firm, association, corporation body political, subdivision, or other, shall be served from or by either water and/or sewer facilities owned and operated by the CITY OF TONTITOWN, if located outside the corporate limits of the municipality of Tontitown, Arkansas, except as may hereinafter be agreed upon by the City Council.

Responsibility:

City Council

Procedure:

As outlined in ACA 14-234-111, 14-234-112 & 14-234-507

CITY OF TONTITOWN Policy Bulletin No. 021

Subject:

Meter Deposits

CITY OF TONTITOWN Policy:

See terms and condition Manual

CITY OF TONTITOWN Policy Bulletin No. 022

Subject:

Department Contribution for Sewer Main Line Extensions

CITY OF TONTITOWN Policy:

The Department may assist a new customer with the cost of main sewer line extension to establish services for immediate connections as follows:

- (a) Credit of up to \$500.00 per customer that connects to endpoint of the line extension being proposed within 12 months of completion date and not to exceed 50% of the actual cost of the line extension.
- (b) Cost estimates must be obtained before the department will determine the amount of any contribution. Assistance may be in the form of materials for the line extension only and never exceed the total cost of materials. Contributions are made only if the department deems that it is financially prudent.
- (c) Before construction begins, the customer must post, with the department, the total cost for the extension project less any allowance per this CITY OF TONTITOWN Policy.
- (d) No assistance for line extensions unless the building is under construction, occupied, and actively using water.
- (e) This CITY OF TONTITOWN Policy applies to all extensions except subdivision of 20 acres or more which are covered under subdivision policies.

Responsibility:

CITY OF TONTITOWN Manager

Procedure:

As outlined in above CITY OF TONTITOWN Policy.

CITY OF TONTITOWN Policy Bulletin No. 023

Subject:

Water Department Contribution on Water Line Extensions

CITY OF TONTITOWN Policy:

The Water Department may assist in the cost of contributions of new water line extensions in or outside of the City Limits of the City of Tontitown. Procedure is as follows:

- (a) Credit of up to \$500.00 per customer that connects to endpoint of the line extension being proposed within 12 months of completion date and not to exceed 50% of the actual cost of the line extension.
- (b) Cost estimates must be obtained before the department will determine the amount of any contribution. Assistance may be in the form of materials for the line extension only and never exceed the total cost of materials. Contributions are made only if the department deems that it is financially prudent.
- (c) Before construction begins, the customer must post, with the department, the total cost for the extension project less any allowance per this CITY OF TONTITOWN Policy.
- (d) No assistance for line extensions unless the building is under construction, occupied, and actively using water.
- (e) This CITY OF TONTITOWN Policy applies to all extensions except subdivision of 20 acres or more which are covered under subdivision policies.

Responsibility:

TWU Manager or their designee

Procedure:

As outlined above.

CITY OF TONTITOWN Policy Bulletin No. 024

Subject:

After Hours Meter Service Charge

CITY OF TONTITOWN Policy:

See Terms and Condition Manual

CITY OF TONTITOWN Policy Bulletin No. 025

Subject:

Purchase of Water

CITY OF TONTITOWN Policy:

See Terms and Conditions Manual

CITY OF TONTITOWN Policy Bulletin No. 026

Subject:

User Records

CITY OF TONTITOWN Policy:

The department shall at all times maintain an accurate record of all users and a file of all transactions, and correspondence and records of each individual user shall be maintained.

Procedure:

In accord with acceptable standard for good record and bookkeeping and compatible with State Statutes regulating same

Responsibility:

Office Manager (under direct supervision of the CITY OF TONTITOWN Manager)

CITY OF TONTITOWN Policy Bulletin No. 027

Subject:

Resale of Water by User

CITY OF TONTITOWN Policy:

See Terms and Conditions Manual

CITY OF TONTITOWN Policy Bulletin No. 028

Subject:

Accounting System and Reports

CITY OF TONTITOWN Policy:

The City Council shall cause to be established and maintained a complete accounting system, which shall conform to acceptable standards as recommended by the American Society of Public Accountants, and subject to laws, rules and regulations of any regulatory body. The books of the Water and Sewer Department shall be subject to examination by the public at any time during regular business hours. The City Council shall require the department to safely preserve all such records in which full and true entries shall be currently made of all dealings, business and affairs of the department.

Responsibility:

Office Manager (under direct Supervision of the CITY OF TONTITOWN Manager)

Procedure:

In accordance with ACA Title 14 Subtitle 14 and Chapter 237, ACA 14-234-119 and 14-234-309 and all parts of ACA Title 14 Subtitle 14 and Chapter 237

CITY OF TONTITOWN Policy Bulletin No. 029

Subject:

Accounting Depreciation

CITY OF TONTITOWN Policy:

Depreciation rates as specified by the auditor, general manager, and A.W.W.A. shall be used insofar as they do not conflict with State and regulatory agencies that may have jurisdiction over such matters.

The charges made in accordance with the stated CITY OF TONTITOWN Policy above shall be reflected in the yearly budget and audit. All depreciation charges shall be handled as an item of expense. The sum of these various amounts shall be debited to general expense and credited to reserve the depreciation each month.

Procedure:

ACA Title 14 Subtitle 14 and Chapter 237

Responsibility:

Office Manager (under the direct supervision of the CITY OF TONTITOWN Manager)

CITY OF TONTITOWN Policy Bulletin No. 030

Subject:

Selection and Approval of Depositories

CITY OF TONTITOWN Policy:

All depository banks maintaining funds of the City Council shall be a member of the Federal Insurance corporation, and qualify as eligible depositories of public funds in accordance with the requirements of Arkansas Code Annotated §19-8-105.

Procedure:

As outlined in above CITY OF TONTITOWN Policy.

Responsibility:

Office Manager

CITY OF TONTITOWN Policy Bulletin No. 031

Subject:

Operating Budget

CITY OF TONTITOWN Policy:

The CITY OF TONTITOWN Manager shall prepare an operating budget each year. The budget shall be provided to the Mayor for the City Council to consider, in a time line as outlined in city ordinance. The annual budget shall be presented to the City Council by September 15th.

Responsibility:

CITY OF TONTITOWN Manager

Procedure:

As outlined above

CITY OF TONTITOWN Policy Bulletin No. 032

Subject:

Signing of General Fund Checks and Withdrawals from Reserve Fund Accounts

CITY OF TONTITOWN Policy:

Checks and orders for the withdrawal of monies from the general fund and reserve fund account of the water and sewer department shall be in accordance with state law and local ordinances or shall will be issued based on the following guidelines set forth.

Responsibility:

Office Manager (under supervision of the CITY OF TONTITOWN Manager)

Procedure:

As outlined above and with notification to local depositories

CITY OF TONTITOWN Policy Bulletin No. 033

Subject:

Use of Narcotics, Alcohol and Tobacco

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 034

Subject:

Withdrawals from Meter Fund Account

CITY OF TONTITOWN Policy:

All checks for refund of customer's meter deposits, or portions thereof, shall be withdrawn according to state law and local ordinances. The Maximum allowable amount for which each check shall be written shall not exceed the dollar amount for deposits posted by the requestor.

Responsibility:

Office Manager (under supervision of the CITY OF TONTITOWN Manager)

Procedure:

CITY OF TONTITOWN Policy shall become effective immediately upon its adoption by the City Council.

CITY OF TONTITOWN Policy Bulletin No. 035

Subject:

Bonds of Officers and Employees

CITY OF TONTITOWN Policy:

The Mayor and any other officer, agent or employee of the Water and Sewer Department charged with responsibility for the custody of any funds or property of the department shall give bond in such sum and with such surety as the Board of City Council shall determine. The City Council in its discretion may also require any other officer, agent or employee of the department to give bond in such amount and with such surety as it shall determine.

Responsibility:

City Council

Procedure:

As outlined in the CITY OF TONTITOWN Policy and in accordance with such State regulatory agencies as may be required

CITY OF TONTITOWN Policy Bulletin No. 036

SUBJECT:

Insurance Coverage

CITY OF TONTITOWN POLICY:

The Water and Sewer Department shall maintain insurance and fidelity coverage of the types and in the amounts as follows:

- A. Fidelity coverage for all officers and employees who handle and/or are responsible for money belonging to the department, shall be in amounts not less than 2% of the annual gross revenue. The above minimum coverage applies to normal operations of the water and sewer department in the handling of receipts, disbursements, materials or delinquent accounts receivable.
- B. Workmen's Compensation Insurance covering all the department's employees for statutory limits; occupational disease liability, (when not provided under State Compensation Law), in limits not less than ten thousand dollars (\$10,000) for one employee and Twenty—five thousand dollars (\$25,000), aggregate for the CITY OF TONTITOWN Policy period, and "extra legal" medical aid coverage if full medical coverage is not statutory.
- C. Public and Property Damage Liability insurance covering all operations of the department; limits for bodily injury or death not less than one hundred thousand dollars (\$100,000), for one person and two hundred thousand dollars (\$200,000), for each accident; limits for property damage not less than twenty—five thousand dollars (\$25,000), for each accident and one hundred thousand dollars (\$100,000) total for the CITY OF TONTITOWN Policy period.
- D. Liability insurance on all motor vehicles, trailers, or power tools owned and/or used by the department; public liability limits of not less than one hundred thousand dollars (\$100,000), for one person and two hundred thousand dollars (\$200,000), for each accident; property damage limits of not less than twenty—five thousand dollars (\$25,000) for each accident.
- E. Fire, Theft, Collision and Windstorm insurance in the amount of the actual cash value covering loss of or damage to the department owned vehicles.
- F. Fire and extended coverage insurance on property of the department, including all types of buildings, equipment, supplies and materials (exclusive of water and sewer mains and below ground reservoirs) shall be not less than the actual replacement cost of the facility.

The policies and bonds issued to the department shall include endorsement from carriers furnishing to the Tontitown City Council copies of all endorsements, notice of cancellations, and premium audits issued or made after the effective date of the CITY OF TONTITOWN Policy or bond.

- (a) The department shall be serviced by one individual insurance agent, whose responsibility it will be to cover the entire insurance program of the departments. It shall be his responsibility to divide the insurance commissions equitably among those property and casualty agents doing business within the city limits of Tontitown, Arkansas, and who are members of the Tontitown Board of Participating Agents.
- (b) All policies shall become effective from the first day of July each year.

RESPONSIBILITY:

City Council

PROCEDURE:

As outlined in the CITY OF TONTITOWN Policy

CITY OF TONTITOWN Policy Bulletin No. 037

Subject:

Insurance-Engineers

CITY OF TONTITOWN Policy:

The department shall require engineers performing work under engineering service contracts to maintain throughout term of contract insurance of following types:

Workmen's Compensation Insurance in statutory limit covering all employees who perform any of the obligations assumed by the engineer under the contract. If any employee is not subject to Workmen's Compensation laws of the State, such insurance shall extend to the employee voluntary coverage to the same extent as though such employee were subject to such laws.

Procedure:

CITY OF TONTITOWN Manager

Responsibility:

CITY OF TONTITOWN Manager

CITY OF TONTITOWN Policy Bulletin No. 038

SUBJECT:

Performance Bonds

CITY OF TONTITOWN POLICY:

No person, firm, corporation, organization or association shall be awarded a contract for any construction work where the total cost of single project exceeds five thousand dollars (\$5,000), unless the prospective contractor shall be able to provide bond in the total amount of the project. Prospective contractor shall be required to provide all necessary insurance coverage in amounts not less than the limits established by statute or local ordinance.

PROCEDURE:

As outlined in the above CITY OF TONTITOWN Policy

RESPONSIBILITY:

City Council

CITY OF TONTITOWN Policy Bulletin No. 039

SUBJECT:

Work Orders.

CITY OF TONTITOWN POLICY:

To insure proper cost application, lessen the possibility of oversight and for better inventory control, the department shall use an accepted work order procedure. CITY OF TONTITOWN shall implement, maintain and utilize a computerized maintenance management system (CMMS). All projects involving the use of materials, labor and/or equipment, shall be executed as a work order.

PROCEDURE:

The water technician or operator must see that all repair, maintenance and construction projects are covered by a work order before starting work. Requisitions for materials, drawn from stores or credits for materials returned, must accompany completed work order to business office for final processing. If emergency work must be done, it shall be the responsibility of the foreman in charge of the work to provide the proper work order and material "charge outs". Normally all work orders shall come from the business office.

RESPONSIBILITY:

CITY OF TONTITOWN Manager

CITY OF TONTITOWN Policy Bulletin No. 040

SUBJECT:

Engineering

CITY OF TONTITOWN POLICY:

Engineering must be completed on all construction work before construction is started. Staking and cut sheets shall be provided for all jobs being executed by department personnel where needed by the engineering department.

RESPONSIBILITY:

Department Engineer (under supervision of the CITY OF TONTITOWN Manager)

PROCEDURE:

As outlined in the above CITY OF TONTITOWN Policy.

CITY OF TONTITOWN Policy Bulletin No. 041

SUBJECT:

Department Engineer

CITY OF TONTITOWN POLICY:

The department may contract or hire an engineer, for routine and necessary services, whose responsibilities and duties shall cover the following as:

1. Subdivisions:

- (a) All subdivisions being developed within the planning area of the City of Tontitown's Planning Commission shall carry the approving signature of the Water and Sewer Department, before water and sewer extensions can be started within the development.
- (b) Water and sewer construction within the development shall be under the direct supervision of the department engineer.

2. Force Account Extension:

- (a) All survey, work, planning, engineering, and supervision necessary on the new addition and extensions to the existing system shall be the responsibility of the engineering department.
- (b) Accurate records of materials used for such extensions shall be furnished the accounting office by the engineering department.
- (c) All materials used in the construction of system facilities shall be approved by the engineering department prior to their being installed in the system.

RESPONSIBILITY:

Department engineer working directly under the supervision of the CITY OF TONTITOWN Manager

PROCEDURE:

As outlined in the above CITY OF TONTITOWN Policy and as established by State Statute

CITY OF TONTITOWN Policy Bulletin No. 042

Subject:

Tap and Connection Fees

CITY OF TONTITOWN Policy:

See Terms and Condition

Responsibility:

CITY OF TONTITOWN Manager

CITY OF TONTITOWN Policy Bulletin No. 043

Subject:

Purchase Orders

CITY OF TONTITOWN Policy:

All materials purchased must be covered by purchase order issued from the administrative office. Purchase order numbers are maintained in a log book, in the administrative office specifically designed for this purpose.

Small purchases, such as bolts, nails, etc., may be purchased from local merchants, but such purchases must be done only by authorized personnel.

Responsibility:

All Authorized Department Employees

Procedure:

All major items of purchase must be included in the budget.

Establish minimum and maximum quantities on all materials and equipment to be carried in normal operating stock.

The following department codes shall be used as purchase order number prefixes:

WS-Water and Sewer

The prefixes will be used as described in following:

When minimum level is reached, a requisition may be made for replacement.

1. Requestor contacts the vendor(s) for quotation of requested items to be faxed to the Accounting Office including all applicable sales tax.
2. P.O. numbers are assigned in the following format: WS 2005-08-10A

The above example is for a P.O. issued August 10, 2005.

2005= Year

08=Month

10=Day

A=alpha sequence of P.O.'s issued that day (A, B, C etc.)

3. Accounting will assign P.O. to the quotation sheet, sign and return it by fax to the vendor(s), and record information to purchase order log book. Entries should consist of the following information: P.O. #, Vendor, and dollar amount of P.O.
4. The Purchase order is filed in tickler file by vendor.
5. Invoice must be matched with corresponding P.O. and checked for any differences that may need to be reconciled before posting and payment can be made.

CITY OF TONTITOWN Policy Bulletin No. 044

Subject:

Bids and Purchases

CITY OF TONTITOWN Policy:

Purchases may be made in accordance with Arkansas state law and city ordinances. Items costing over \$1,000.00 require quotations from two or more vendors before acquisition. Items in excess of \$20,000 shall comply with requirements under state and local law.

Water and Sewer Construction Procedure:

Negotiated prices for the proposed construction will be approved by the City Council before the Notice to Proceed is issued to the Contractor.

Responsibility:

CITY OF TONTITOWN Manager.

Procedure:

ACA 14-58-303

CITY OF TONTITOWN Policy Bulletin No. 045

Subject:

Inventory Stock

CITY OF TONTITOWN Policy:

They shall be established a minimum and maximum quantity on all materials carried in the department's stock as required for normal operation.

Procedures:

These quantities shall be established after consultation with all department heads and employees concerned, due consideration being given to the time required to purchase and get delivery on materials. Generally, the minimum quantity should be sufficient for a one month's normal operation.

The storekeeper under the direct supervision of the Office Manager shall endeavor at all times to maintain the quantities established. When quantities drop to the minimum, he shall prepare a purchase requisition for an amount sufficient to bring the quantity up to the maximum. This requisition shall go to the CITY OF TONTITOWN Manager, through the Office Manager, for his approval.

The storekeeper, under the direct supervision of the Office Manager, shall receive all materials, new and used. New materials shall be checked with the purchase order and the invoice, place in stock and quantities adjusted accordingly on material records. Any discrepancies between quantity received and that shown on invoice and/or purchase order shall be noted on both the invoice and purchase order. New materials returned to stock from the field shall be done so on a credit requisition, materials returned to stock, and material records adjusted accordingly.

Used or salvaged usable materials shall be returned to stock in the same manner indicated above.

All materials, supplies and/or equipment shall be issued by the storekeeper to other employees by requisition only, which shall be signed by the person receiving the material.

Responsibility:

Office Manager (under supervision of the CITY OF TONTITOWN Manager)

CITY OF TONTITOWN Policy Bulletin No. 046

Subject:

Tools, Care and Replacement of

CITY OF TONTITOWN Policy:

The department shall furnish all tools and work equipment necessary for the efficient operation of the department.

Procedure:

Major tools such as, Sewer Roding equipment, Tapping equipment, Air Compressors, Welding equipment, portable pumps, power tools and others too large to be considered as hand tools, shall be kept in good working condition at all times. If repair becomes necessary, it shall be immediately reported to the CITY OF TONTITOWN manager who shall see that such repair work is done. If local repair can be obtained, the equipment shall be taken to the local repairman. If local service is not adequate, the equipment shall be sent to the nearest service-center where such repairs can be made.

1. Hand tools such as, pipe wrenches, pliers, hammers, saws, mauls, screwdrivers, crescent wrenches, socket wrenches, meter wrenches, spades, shovels, meter box keys, flaring tools, hydrant wrenches, torches, knives, brooms, rakes, hoes, paint brushes, scrapers, wire brushes, or any tool that is of a size that can be carried or used readily by hand, shall be assigned to each truck in the quantities needed. This equipment shall become a part of the truck inventory, and if replacement becomes necessary, the tool that is being replaced must be turned in to the storekeeper who shall issue a new tool. If tool becomes lost, person to whom truck is assigned shall be required to pay for such replacement.
2. CITY OF TONTITOWN manager shall keep such new tools in stock as may be needed for such replacement. Such tools shall be handled as an inventory item and shall be the responsibility of the storekeeper.

Responsibility:

CITY OF TONTITOWN Manager, or designated representative

CITY OF TONTITOWN Policy Bulletin No. 047

Subject:

Perpetual Inventory

CITY OF TONTITOWN Policy:

There shall be established a perpetual inventory of all normal operating materials, supplies, and equipment.

Responsibility:

Office Manager (under the supervision of the CITY OF TONTITOWN Manager)

CITY OF TONTITOWN Policy Bulletin No. 048 (Collection Policy)

Subject:

Collection policy

CITY OF TONTITOWN Policy:

Refer to Terms and Conditions Manual and ACA 14-234-602.

Responsibility:

Office Manager (under the supervision of the CITY OF TONTITOWN Manager)

Procedure:

1. Past due charges are generated by water billing system if payment is not received by the 10th of month following bill processing.
2. Past due/Service disconnect notices are generated and mailed on the next business day following the 10th of each month. Customer is allowed 7 days to pay past due balance or may have service shut off. If payment is not received the customer may be assessed a \$25 reconnection fee and scheduled for cut off.
3. On the next business day noted in step 2 as the shut off date, the billing clerk generates shut off service orders. Payment history report shall be generated and attached with each shut off service order.
4. Review of shut off all service orders is performed by the office manager before any service shutoff order is forwarded to the technician or operator to perform shut offs by placing lock on meter.
5. A copy of any shut off service order and supporting documents are maintained in a digital format on the billing clerk's computer.
6. Customers paying all outstanding balance including \$25 reconnect fee will be reconnected during normal department business hours.
7. Customers requesting to be reconnected outside normal business hours will be charged all outstanding balances plus a \$100 reconnection fee.
8. Payment may be made upon reconnection directly to Water Operator or Technician, only by check or money order payable to Tontitown Water Department; no cash will be accepted.

Should account balance remain in arrears for 60 days, the account detail information is provided by e-mail to the city attorney for collection. City Attorney will determine if collection expense is feasible compared to balance and inform water department, in reply e-mail as to his decision to write off or process collection action.

Reference:

ACA 14-229-103 and ACA 14-234-602

CITY OF TONTITOWN Policy Bulletin No. 49

Subject:

Bills Not Received or Lost

CITY OF TONTITOWN Policy:

See Terms and Conditions Manual

CITY OF TONTITOWN Policy Bulletin No. 050

Subject:

A schedule of the current Water usage rates is published on the city website.

Responsibility:

City Council

Procedure:

The City Council may review operation cost and raw goods cost at least yearly and adjust rates to compensate for increases or decreases.

Reference:

CITY OF TONTITOWN Policy Bulletin No. 051

Subject:

Seasonal Water Services

Procedures:

Refer to Terms and Conditions Manual

Responsibility:

CITY OF TONTITOWN Manager, and duly authorized agents.

CITY OF TONTITOWN Policy Bulletin No. 052

Subject:

Monthly Bills

CITY OF TONTITOWN Policy:

See Terms and Conditions Manual

CITY OF TONTITOWN Policy Bulletin No. 053

Subject:

Annual Inspection of Cross Connection

CITY OF TONTITOWN Policy:

See Terms and Conditions Manual

CITY OF TONTITOWN Policy Bulletin No. 054

Subject:

Collection of Past Due Statement

CITY OF TONTITOWN Policy:

See Terms and Conditions Manual

CITY OF TONTITOWN Policy Bulletin No. 055

Subject:

Plumbing — Acceptance of

CITY OF TONTITOWN Policy:

1. No water meter shall be installed or water turned on to any new building within the city limits of Tontitown, Arkansas, unless that portion of the building's piping which shall be connected to the municipal water and/or sewer system has been approved by the CITY OF TONTITOWN Manager or his authorized agent.
2. No water meter shall be installed or water turned on to any new or old building within the city limits of Tontitown, Arkansas, if within the opinion of the General Manager, or his authorized agent, the plumbing facilities within the premises were installed in such a manner that connection to the municipal system would jeopardize the public health and safety, or does not comply with Tontitown Water & Sewer Department's standard specifications.
3. Enforcement of all state and local ordinances regarding back flow prevention devices will be strictly enforced.

Responsibility:

CITY OF TONTITOWN Manager

Procedure:

Plumbing inspector shall furnish to the Water Department his approval of building plumbing prior to installation of the water meter.

CITY OF TONTITOWN Policy Bulletin No. 056

Subject:

Water Service, Discontinuance of

CITY OF TONTITOWN Policy:

See Terms and Condition Manual

Responsibility:

CITY OF TONTITOWN Manager

CITY OF TONTITOWN Policy Bulletin No. 57

Subject:

Meter Location

CITY OF TONTITOWN Policy:

Residential:

Subject to the approval of the Water Department, location of water meter shall be at a point in customer's property nearest the water main. Meter shall be installed in boxes, at customer's expense, to be supplied by the Water Department. Crew installing water tap shall install water service into customer's property at a point closest to the water main and in the case of a split service on the property line, between the two buildings. Meter box shall be installed so that top of meter lid is level with top of final yard grade.

Commercial and Industrial:

Meter location shall be determined by the Water Department, in its sole discretion, after application for water service has been made. Construction of enclosure for housing meter installation shall be the responsibility of property owner, but construction shall be done in accordance with plans and specifications furnished by the Water Department.

Access:

All water meters must at all times remain readily accessible to Water Department personnel for purposes of reading, maintenance, repair, and inspection. If, in the discretion of the Water Department, a water meter is determined to not be readily accessible, the customer shall be required, at customer's expense, to take such steps as are necessary to render the meter readily accessible in the judgment of the Water Department.

A meter shall not be considered reasonably accessible when it is located behind a locked gate, inside a fence that does not provide reasonable access, or is located inside a fence also containing large dogs or other potentially aggressive animals. However, these conditions are meant as examples only, are not exclusive, and shall in no way limit the discretion of the Water Department to declare a meter location to be in violation of this CITY OF TONTITOWN Policy.

Responsibility:

CITY OF TONTITOWN Manager

Procedure:

As outlined in above CITY OF TONTITOWN Policy

CITY OF TONTITOWN Policy Bulletin No. 058

Subject:

Association Membership

CITY OF TONTITOWN Policy:

1. The Tontitown Water Department shall be a dues paying member of the American Waterworks Association and its affiliated organizations. The Water Department shall require the following key personnel to be an active member of the A.W.W.A. and shall pay the annual dues assessed therefore:
 - a) CITY OF TONTITOWN Manager
 - b) Administrative Assistant
2. The Tontitown Sewer Department shall be a dues paying member of the American Water Pollution Control Federation and its affiliated organizations. The Sewer Department shall require the following key personnel to be an active member of the A.W.P.C.F. and shall pay the annual dues assessed therefore:
 - a) CITY OF TONTITOWN Manager
 - b) Administrative Assistant

Responsibility:

CITY OF TONTITOWN Manager

CITY OF TONTITOWN Policy Bulletin No. 059

Subject:

Continuity and Discontinuance of Service

CITY OF TONTITOWN Policy:

A. Continuity:

1. Regularity of Supply.

The department shall use reasonable diligence to provide and maintain uninterrupted service, but in case of cessation, deficiency, variation in pressures, or any other failure or reversal of the service, resulting from acts of God, public enemies, accidents, strikes, riots, wars, repairs, orders of the Court, or other acts reasonably beyond the control of the department, the department shall not be held responsible for any damages, either directly or indirectly, resulting from such interruption or failure.

2. Planned Interruptions

If interruptions are necessary, due to system repair, extension, or rehabilitation, users shall be notified of such outage prior to start of work. Notification shall be given by either one or all of the following media: press, radio, telephone or personal contact.

B. Department Right to Discontinue Service:

1. Without Notice.

The department reserves the right to discontinue the supply of water to any user without notice for any of the following reasons:

- (a) Fraudulent representation as to the use of water service
- (b) For improperly connected appliances, resulting in hazardous or defective conditions.
- (c) For emergencies where damage to property, equipment or life is possible or likely to occur.
- (d) If rules and regulations of the department are being abused or violated.

Procedure:

As outlined in above CITY OF TONTITOWN Policy

Responsibility:

CITY OF TONTITOWN Manager

CITY OF TONTITOWN Policy Bulletin No. 60

Subject:

Idle or Unused Services

CITY OF TONTITOWN Policy:

The Department shall at its option remove from service all water meters which are not in use. When property owner or occupant requests that service be discontinued to the property, the water meter shall be removed unless there is in existence a service request at that location from new owner or tenant. When service is being disconnected for non-payment of bill, meter shall be locked until bill and reconnection fee has been paid.

Procedure:

Formal work orders shall be issued to meter department from business office upon receipt of the order, serviceman shall execute the order as requested. Meters removed for non-payment of bill shall be labeled for re-installation as soon as bill has been paid.

Responsibility:

Water Technician or Operator (under direct supervision of the CITY OF TONTITOWN Manager)

CITY OF TONTITOWN Policy Bulletin No. 061

Subject:

Assistance to Other Municipalities in Emergencies

CITY OF TONTITOWN Policy:

Assistance may be given to other water departments in cases of emergencies, when, in the opinion of the CITY OF TONTITOWN Manager, such assistance will not jeopardize the continued operation of the Tontitown Water Department.

Responsibility:

CITY OF TONTITOWN Manager

Procedure:

As outlined in the above CITY OF TONTITOWN Policy

CITY OF TONTITOWN Policy Bulletin No. 062

Subject:

Utilization of Department Vehicles

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 063

Subject:

Safety

CITY OF TONTITOWN Policy:

All operations are to be done under the standards as outlined by federal and state laws.

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 064

Subject:

Uniforms

CITY OF TONTITOWN Policy:

It is the policy of the Water Utilities Department to provide uniforms for all field personnel employed by the Water and Sewer Department to contribute to a professional image and employee morale.

The department shall purchase and provide ten long or short sleeve shirts, and five pairs of pants, as authorized by the CITY OF TONTITOWN Manager. The purchase of safety boots will be the responsibility of the employee and a maximum \$100 per year uniform allowance will be reimbursed to the employee for purchasing safety boots. Reimbursements will only be made upon the supervisor's approval.

Authorized Water Utilities Department uniform accessories provided including, but not limited to, and shall be coveralls, jacket, safety boots, rain gear, rubber boots, gloves, safety glasses, and hard hat.

Authorized uniform logo bearing prominent and sewn-on emblem patch that can be attached to the shirt, jacket or coat. The Water Utilities Department logo must be displayed prominently on all uniforms

Responsibility:

CITY OF TONTITOWN Manager, or designated representative

CITY OF TONTITOWN Policy Bulletin No. 065

Subject:

Adjustment of Water and Sewer Bills

CITY OF TONTITOWN Policy:

See Terms and Conditions Manual

CITY OF TONTITOWN Policy Bulletin No. 066

Subject:

Employee Health Insurance Coverage

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 067

Subject:

Unlawful Harassment

CITY OF TONTITOWN Policy:

See Personnel Handbook.

CITY OF TONTITOWN Policy Bulletin No. 068

Subject:

Sewer service outside the City Limits

CITY OF TONTITOWN Policy:

Sanitary sewer service shall be provided only to buildings or structures located within the corporate limits of the City of Tontitown, Arkansas, or to buildings or structures located within the corporate limits of cities that have executed inter-municipal agreements for sanitary sewer service with the Tontitown Water and Sewer Department.

1. Metering is required for all customers. If an occupant of property discharging sewage, industrial waste, water or other liquids into the Tontitown sewer system is not a user of water supplied by the City of Tontitown, then such occupant shall use or, at his own expense, install a meter or other measuring device acceptable to the CITY OF TONTITOWN Manager of the Tontitown Water Utility for the purpose of measuring water used or sewage discharged into the Tontitown sewer system. Access to such meter or other measuring device as may be installed shall be given to the water department employees for the purpose of reading, inspecting, testing or repair of such meter or other measuring device at any reasonable time. Metering equipment and methods, for outside city customers, shall be approved by the City Council and all costs shall be borne by the customer.
2. Sampling may be required (as determined by the CITY OF TONTITOWN Manager) for any non-residential customer to determine sewage constituents for compliance with the Sewer Use Ordinance and/or billing for sewer surcharges in accordance with the Sewer Pretreatment Ordinance. Sampling equipment and methods, for outside city customers, shall be approved by the Water & Sewer Department and all costs shall be borne by the customer.

Responsibility:

CITY OF TONTITOWN Manager

Procedure:

Before any sewer tap can be made for an existing or proposed facility, the location of the building or structure to be served must be verified as being within the corporate city limits of Tontitown or structures located within the corporate limits of cities that have executed inter-municipal agreements for sanitary sewer service with the Tontitown Water and Sewer Department. Sewer taps provided in new subdivisions shall be subject to the same verification as provided above.

A plumbing inspection permit and payment of all applicable fees are required before any building drain can be connected to the city's municipal sewer system.

CITY OF TONTITOWN Policy Bulletin No. 069

Subject:

Fire Hydrant Meters

CITY OF TONTITOWN Policy:

This CITY OF TONTITOWN Policy regulates the use of fire hydrant meters so that users will have the ability to obtain temporary water service in those instances where it is not practical to establish a permanent tap for metered water service.

Fire hydrants are strategically placed throughout the municipal water system for the primary purpose of providing fire protection and flushing water mains. Fire hydrants are not designed to provide metered water service; however, the placement of water meters on fire hydrants can be, with certain restrictions and guidelines, a viable method for users to secure temporary water service. This CITY OF TONTITOWN Policy is intended to set forth those restrictions and guidelines, hereinafter referred to as conditions for water service, which are deemed necessary and essential to allow users the privilege, convenience, and cost savings of using a metered connection to fire hydrants. Metered connections to fire hydrants shall only be allowed for temporary water service of a short duration. Users requesting a fire hydrant meter shall agree to the conditions for water service set forth in this CITY OF TONTITOWN Policy, and any user who violates provisions of this CITY OF TONTITOWN Policy shall be subject to the revocation of any right to receive temporary water service from a fire hydrant. The City of Tontitown is not under any obligation or required by law to provide water service to any user that does not comply with city ordinances and policies governing water service as established by the Tontitown Water and Sewer Department

Conditions for Water Service:

- A.** Except for public fire protection and other authorized municipal uses, all water obtained from fire hydrants shall be measured through water meters supplied and maintained by Tontitown Water Utilities. The size of each meter shall be determined by the utility's engineering staff commensurate with the estimated volume of water and the peak rate of flow requested by the user. Temporary water service obtained through a fire hydrant meter shall be established at such time a meter deposit has been collected from the user and water service has been initiated in accordance with CITY OF TONTITOWN Policy Bulletin No. 30. Unlawful taking of water from a fire hydrant shall be considered as theft of public property, and offenders will be subject to prosecution as permitted by state statutes and city ordinances.
- B.** Fire hydrant meters shall be allowed as a temporary source to secure metered water needed for outdoor uses. No rental of hydrant meters shall be rented by CITY OF TONTITOWN between October 1st and April 15th, Tontitown Water Utilities reserves

the right to remove fire hydrant meters from service or to deny requests for a fire hydrant meter installation.

- C. Users requesting fire hydrant meters for temporary service are responsible for the volume of water registered through the meter. Users shall also assume responsibility for any damages to the fire hydrant or for damages or theft to the meter, strainer, valves, connections, and other appurtenances used during such time water service is being provided to the user.
- D. A gate valve or hose bib will be provided with the meter and shall be the only method used to control the flow of water obtained from the fire hydrant. Valves should be opened and closed slowly to prevent abrupt and excessive changes in water pressure (Water Hammer) that can damage piping, valves, fittings, and plumbing fixtures. The operating nut on each fire hydrant shall remain fully open while water is flowing from the hydrant. Partially opening the operating nut will damage weep holes at the base of the fire hydrant as well as eroding the subsurface supporting the hydrant and providing thrust restraint.
- E. Users shall identify, at the time service is being requested, the location of the fire hydrant to be used for attachment of a water meter. After service has been initiated by Tontitown Water Utilities, the meter shall not be removed from the fire hydrant by the user except in emergencies. Relocation of fire hydrant meters shall be performed only by representatives of Tontitown Water Utilities.
- F. The monthly rental fees for fire hydrant meters [shall](#) be posted on the city website.
- G. Tontitown Water Utilities reserves the right to restrict the use of fire hydrant meters and to determine if the selected fire hydrant location is suitable for metered service. The use of fire hydrant meters may be discontinued in the event of a water shortage or during periods of time when the water supply is diminished. The location of fire hydrant meters shall be limited to areas where adequate water pressure can be maintained in the distribution system. Large meters shall not be attached to fire hydrants in areas where excessive flows through the metered connection could diminish or cause a loss of water pressure in the distribution system. Meters shall not be provided at locations where the use of a meter could damage the hydrant, create a potential traffic hazard, or result in property damage.
- H. Adequate protection should be maintained at all times to prevent back siphon age or backflow of non-potable water from any connection to the municipal distribution system.

Responsibility:

Office Manager (under the supervision of the CITY OF TONTITOWN Manager)

CITY OF TONTITOWN Policy Bulletin No. 070

Subject:

Collection Fee of Customer Returned Checks

CITY OF TONTITOWN Policy:

See Terms and Conditions

CITY OF TONTITOWN Policy Bulletin No. 071

Subject:

Customer Complaints

CITY OF TONTITOWN Policy:

All Customer complaints are to be documented for reference by management.

Billing Complaints

1. Print a duplicate of bill in question into Paper Port in a "Complaints File".
2. Include details of complaint within inserted annotation box on this document.
3. Issue a Service Order request, for that customer, in Soft Water and print it out.
4. If it is determined that the reading is incorrect, average customers last 5 months bills and waive any late fees accordingly.
5. Issue another S.O. to have another meter installed (for issues related to our equipment).
6. Contact customer by e-mail or phone and advise of your findings.

General Complaints

1. Nature of complaint is to be generated into an e-mail and sent to a list of individuals that are predetermined by the CITY OF TONTITOWN Manager.
2. Complaint is placed in MS outlook calendar to follow up on in one week, to assure matter is dealt with.

Responsibility:

Office Manager

CITY OF TONTITOWN Policy Bulletin No. 072

Subject:

Waiver of Water & Sewer access and tapping fees in exchange for granting easements

CITY OF TONTITOWN Policy:

The City Council shall waive sewer Access and Tapping Fees for those users within our water service area, who voluntarily grant the City of Tontitown an easement for the water or sewer lines across their property to be served without receiving compensation for the taking from the City. This waiver shall be for one (1) tap for the first 1,000 linear feet of easement granted and one (1) additional tap for each additional increment of 1,000 linear feet of easement granted. If a water line is placed in the easement, the water access and tapping fees will be eligible to be waived. If a sewer line is placed in the easement, the sewer access and tapping fees will be eligible to be waived. If both water and sewer lines are placed in the easement, the water and sewer access and tapping fees will be eligible to be waived. Only the property owner who actually grants the easement shall be entitled to the waiver. Subsequent property owners shall not be entitled to the waiver. This CITY OF TONTITOWN Policy does not apply to any easement required as a condition of approval by the City of Tontitown, Tontitown Planning Commission or any other governing body of the City of Tontitown.

Responsibility:

Office Manager (under the supervision of the Mayor or CITY OF TONTITOWN Manager)

Procedure:

To obtain the benefit of the fee waiver, a qualifying property owner must designate the location of the tap(s) to be given within the first ninety (90) days after the water and/or sewer line located on the property owner's property is available to be tapped. After ninety (90) days, no waiver will be allowed.

CITY OF TONTITOWN Policy Bulletin No. 073

Subject:

Connection of Properties Required

CITY OF TONTITOWN Policy:

Tontitown Ordinance No. 2005-8-226 states, “The owner of all houses, buildings, or properties used for human occupancy, employment, recreation, or other purposes, situated within the City of Tontitown, Arkansas and abutting on any street, alley, or right of way in which there is now located or may in the future be located a public sanitary sewer, is hereby required at his/her expense to install suitable toilet facilities therein, and to connect such facilities directly with the proper sewer in accordance with the provisions of this Code, within thirty (30) days after date of official notice to do so, provided that said public sewer is within three hundred (300) feet of said house or building.”

Arkansas Code Annotated §14-235-302 allows a municipality, whenever in its opinion the public health will be promoted by it, to require property owners near or adjacent to a sewer to construct upon their property sewers leading from some point or place on their premises to the sewer of the municipality for the purpose of:

(1) Draining off surface or other water; and

(2) Conducting any excrement that may be at or about the premises and filth of every nature, character, and description into the sewers belonging to the municipality.

Therefore, it shall be the CITY OF TONTITOWN Policy of the Water & Sewer Department that the public health will be promoted by requiring all property owners near or adjacent to the City’s sewer to connect to the sewer.

Responsibility:

CITY OF TONTITOWN Manager

Reference:

Arkansas Code Annotated §14-235-302, Tontitown Ordinance No. 2005-8-226

CITY OF TONTITOWN Policy Bulletin No. 074

Subject:

Water Line Flushing

CITY OF TONTITOWN Policy:

This flushing program consists of flowing water out of selected fire hydrants in order to remove accumulated sediment, improve water delivery and to test fire hydrant operation. These steps are taken to improve our distribution system and to insure the delivery of the highest quality of water possible. The flushing is performed by drawing enough water through the mains at sufficient force and duration to flush out accumulated deposits of sediments. By use of valve closures, workers are able to isolate the main being flushed and direct the flow of water one way towards a fire hydrant. The main is then flushed by opening a hydrant at sufficient velocity to loosen and remove sediment, resulting in clean, clear water. The flushing program helps maintain flow capacity and water quality in the distribution system; remove impurities associated with new and repaired mains, and helps eliminate taste, odors and discoloration from the water. Flushing may result in some temporary discoloration in the water, which is common during any interruption or disturbance in the distribution system, and brief periods of reduced water pressure.

The Standard Operating Procedure for the flushing of the water lines for the Tontitown Water and Sewer Department shall be according to the *Recommended Standards for Water Works, 2007 Edition, Great Lakes – Upper Mississippi River Board of State and Provincial Public Health and Environmental Managers* as stated in section 8.2.4.

“8.2.4. Dead Ends

- a. Dead ends shall be minimized by making appropriate tie-ins whenever practical, in order to provide increased reliability of service and reduce head loss.*
- b. Dead end mains shall be equipped with a means to provide adequate flushing. Flushing devices should be sized to provide flows which will give a velocity of at least 2.5 feet per second in the water main being flushed. They may be provided with a fire hydrant if flow and pressure are sufficient. No flushing device shall be directly connected to any sewer.”*

The utility should publish a schedule of the area to be flushed ahead of time so the residents will be able to turn off their gate valve at their meter prior to the test if they desire. The utility should publish a list of questions and answers that will inform residents about water line flushing. A sample of the questions and answers below may be issued to customers within the service area to be flushed.

What is flushing?

Each summer the Tontitown Water Utilities Department conducts its annual flushing program throughout Tontitown's water system with emphasis on dead end water mains. The goal of this program is to ensure water quality is maintained at its optimal level.

Flushing is a process by which water is moved through a water pipe at a high velocity so that a scouring action is created. Water is then discharged through a hydrant which in turn removes any material build-up from the pipe. The material removed from this process is harmless and requires not special treatment. Use of this flushing technique is critical to the maintenance of water quality and your water system.

What can I do to prepare for flushing?

Customers are asked to shut off their gate valve, if they have one, at their water meter from 9:00 AM until 4:00 PM if they desire.

When will flushing be done in my neighborhood?

Dead end lines throughout our system are flushed at least monthly during the months of July – September. Your water service should not be interrupted. If you notice that your water appears discolored in any manner we recommend that you allow it to run from the cold water faucet for a few minutes to see if your water is clear again.

Why are we flushing?

The water main lines are sized to allow safe and adequate fire protection flows. The water is normally moving at a low rate through the water lines. Therefore, mineral deposits build up and accumulate in these lines over time, which can restrict water flow. These deposits can contribute to water quality problems and corrosion. Periodic flushing of lines removes these deposits, helping to maintain Tontitown Water Utility's infrastructure, assuring consistent high-quality water.

Is flushing a waste of water?

No. flushing is not a waste of water. The amount of water used during flushing procedures and the cost of water associated in this process is a small price to pay compared to the benefits. Two main benefits are water quality and distribution system maintenance.

How will you be affected?

You may not even notice the flushing process taking place in your neighborhood, especially with the hours it is done. Hydrants will be selected in the City to be opened for water line flushing. While these hydrants are open, any homes on that block may experience a drop in water pressure or discolored water. If you lose water pressure completely, please call 479-361-2996.

If you are experiencing discolored water:

If you see a reddish, yellow, or brown tint to your water you should not be alarmed. We recommend you do not use the water or do any laundry for about two hours. Once this time is up, run your cold faucets for a few minutes to make sure the water is clear. At this time you may resume normal water usage. If the water does not clear up with a few hours, please call the Tontitown Water Utilities office at 479-361-2996

Responsibility:

CITY OF TONTITOWN Manager

CITY OF TONTITOWN Policy Bulletin No. 075

Subject:

Flow testing Fire Hydrants

CITY OF TONTITOWN Policy:

Prior to the operation of any fire hydrant for training and/or familiarization, Tontitown Water Utilities (CITY OF TONTITOWN) must be notified. All hydrant testing and inspections shall be conducted during normal water company work hours. This means that no hydrant testing or inspections shall be conducted on Saturday, Sunday, or holidays.

The Water Department will conduct annual test flowing and inspection of fire hydrants. Test flushing a hydrant is performed to measure the estimated flow available from the hydrant for fire protection. Inspection is checking the hydrant for damage or obstructions to use, and flushing the hydrant only enough to clear the water line and ensure that the hydrant is “wet”. To minimize stress on the overall water system, hydrant test flowing shall only performed during months between October and April. Hydrant inspections may be conducted on a year-round basis. Hydrant inspections shall be conducted to determine the condition of each hydrant. Maintenance shall be performed on an “as needed” basis each time the hydrant is inspected.

Reference:

Procedure 029

Responsibility:

Water Technician or Operator

CITY OF TONTITOWN Policy Bulletin No. 076

Subject:

Exercising Valves

CITY OF TONTITOWN Policy:

Every water system has valves—devices that regulate, stop, or start the flow of water in the distribution lines. Valves are also used to isolate a section of the system under certain circumstances, such as a water main line break, a service line break or a damaged fire hydrant. Being able to operate these valves at a moment's notice is extremely important. In an emergency, sections of a distribution system may need to be shut down without delay. However, if a valve is not used over a period of time it can seize-up from corrosion and get stuck, making the valve inoperable.

The main components to this valve exercise program are:

1. Find and document the valve's location using global information system (GIS) mobile mapping equipment. Also, mark the location with a valve sign.
2. Operate the valve. Exercising the valve is operating the valve at least one full cycle until the valve operates freely with little resistance. Remember that valve manufacturers have detailed operation and maintenance procedures for each of the various types of valves.
3. Keep and maintain detailed records for each valve. Document as much information as possible, including valve size and type, function, manufacturer, type of access, normal position (open or closed), whether the valve opens right or left, date installed and maintained, and the number of turns required to open or close the valve completely. Master records should be maintained on the GIS system which also allows an easily printed copy that can be taken out in the field.
4. Schedule and perform needed repairs. Often, valve boxes are out of alignment, so much so that a key (a steel handle used for manual turning that come in multiple lengths) cannot get on the valve. Valves are sometimes broken during the exercising program because they have not previously been used. If you see water gushing as you begin turning the key, the bonnet bolts have most likely broken. Fixing the broken valves in a timely manner is very important.
5. Exercise valves semi-annually in April and October

Reference:

Procedure 028 and Appendix A.6 of AWWA C500-09

Responsibility:

Water Technician or Operator under supervision of the CITY OF TONTITOWN Manager

CITY OF TONTITOWN Policy Bulletin No. 077

Subject:

Licensing of Employees

CITY OF TONTITOWN Policy:

Employees of the CITY OF TONTITOWN are encouraged to be licensed. All employees that dedicated a portion of their time to field work are expected to obtain a plumbing inspector's license.

Employees are eligible for license benefit compensation in addition to their annually approved salary range in accordance with the following schedule and requirements:

Personnel are entitled to a \$0.40 per hour wage increase when they:

- Successfully obtain and maintain a Class I Operators License issued by the respective state licensing committee which may consist of a water distribution license.

Personnel are entitled to a \$0.20 per hour wage increase when they either:

- Successfully obtain and maintain a Class II Operators License issued by the respective state licensing committee which may consist of either a water distribution license

Personnel are entitled to a \$0.20 per hour wage increase when they either:

- Successfully obtain and maintain a Class III Operators License issued by the respective state licensing committee which may consist of either a water distribution license

Employees will receive the wage benefit for the highest grade license obtained and maintained. License benefit compensation will not be applied to the employee's regular pay rate until the first full month after meeting the above requirements and those of the state. Employees are not eligible to receive cumulative benefits for obtaining two or more licenses of same level. The maximum wage benefit allowed per employee is \$0.80 per hour.

The Water and Sewer Department shall pay for all licensing fees and renewal costs for the Water Operator License, Plumbing Inspector's License, and Wastewater Operator License. The CITY OF TONTITOWN Manager is required to maintain a Water Distribution Grade I Operator's license.

CITY OF TONTITOWN is committed to continuing and on-going training for all employees. However, in addition to formal training provided by CITY OF TONTITOWN of various jobs, each employee has a responsibility of ascertaining for himself that he has sufficient training to enable him to perform his job. If the employee feels that additional training is needed, he should notify his department head. CITY OF TONTITOWN will pay expenses incurred in on-the-job training.

Reference:

Responsibility:

CITY OF TONTITOWN Manager

CITY OF TONTITOWN Policy Bulletin No. 078

Subject:

Cross Connections

CITY OF TONTITOWN Policy:

The Cross Connection Control Program, as adopted by ordinance, allows the utility to require a reduced-pressure principal backflow prevention assembly (RP) or an air gap in accordance with the ASPC where deemed necessary.

Ord. 2005-10-232 lists a partial list of facilities that typically requires a back flow prevention device or air gap separation. It also states “In case of any premise where there are unprotected cross-connections, either actual or potential, the public water system shall be protected by an approved reduced-pressure principle backflow prevention assembly (RP) or an air gap at the service connection.”

In addition to the list of facilities and those that are high risk, as determined by the manager, it is the utility’s policy that all poultry, livestock operations, and commercial buildings have the potential to have an unprotected cross connection. These have the potential to be of medium or high hazard to the water system, and will therefore be required to have a reduced-pressure principal backflow prevention assembly (RP) or an air gap for all of the mentioned facilities, others at the discretion of the manager, and all new commercial customers.

The type or backflow prevention mechanism shall be at the discretion of the CITY OF TONTITOWN Manager.

Reference:

City Ord. 2005-10-232

Responsibility:

CITY OF TONTITOWN Manager

CITY OF TONTITOWN Policy Bulletin No. 079

Subject:

Records Retention

CITY OF TONTITOWN Policy:

Record Type	Ret. Time
Bacteriological Monitoring Records, (Including supporting operational records).	5 years
Chemical Analysis Records, (Including supporting operational records).	10 years
Written reports such as sanitary surveys, (Following completion of surveys and reports).	10 years
Engineering reports (Following expiration of variance or exemption).	5 years
Variances or exemptions, (After last action with respect to violation).	3 years
Action taken to correct violation	3 years
Public Notices	5 years
Consumer Confidence Reports	12 years
Lead and Copper Rule analysis, reports,	10 years
Surveys, letters, etc. (Including supporting operational records).	5 years
Optimal Corrosion Control Records (Including supporting operational records).	10 years
Eligibility Verification Form and Records (I-9)	1 year after separation date
Recruitment, Hiring, Interview and Selection Records	2 years from date position is filled or until final disposition of the charge or action, whichever is greater.
Personnel Records	2 years from the date of the making of the record or the personnel action involved, whichever occurs later.
Workers Compensation Illness Reports	6 years from the date incident occurred.
Hazardous Materials Exposure	30 years after separation.
Advertisements of Job Opportunities	1 year + current
Basis of Pay, Wage-Rate Tables	3 years

Procedure:

As outlined in the Arkansas Act 8, Arkansas Act 96, U.S. Code 29 C.F.R. § 1602.31, Arkansas Code Annotated: § 11-9-702, 29 CFR 1910.1020 and 15 USC 2622, 29 CFR 1627.3, 29 CFR 516.5, Immigration Reform & Control Act of 1986/PL 99-603, Sec. 274, U.S. Code 29 C.F.R. § 1602.31

Responsibility:

CITY OF TONTITOWN Manager

