

## Understanding Your Account

### *To All 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 include water and sewer services on your bill.

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 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!

#### Payment Options Available

Payment is due by 11:59 p.m. on the 15<sup>th</sup> of every month. We offer online bill pay at the following website: <https://tontitown.viewmybill.net>. This will allow you to receive your bill by e-mail & view and pay it online. You can also have your account automatically drafted by filling out the **BANK AUTO DRAFT FORM**. This form 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. **Bank drafts** are posted on the 15<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 chance 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 January 21, 2026**

Inside City Minimum Bill		Outside City Minimum Bill				
Meter 5/8 inch-Residential	\$ 17.00	Meter 5/8 inch-Residential	\$ 24.44			
Meter 5/8 inch Comm, Industrial & Irrigation	\$ 18.80	Meter 5/8 inch Comm, Industrial & Irrigation	\$ 24.44			
Meter Fee	\$ 1.50	Meter Fee	\$ 1.50			
Health Fee	\$ 0.40	Health Fee	\$ 0.40			
Plus Local, County and State Taxes		Plus Local, County and State Taxes				
Inside City Rates	Per 1,000 Gal	Outside City Rates			Per 1,000 Gal	
Residential	\$ 6.46	Residential	\$ 8.08			
Commercial	\$ 7.06	Commercial	\$ 8.86			
Industrial	\$ 7.69	Industrial	\$ 9.72			
WATER FEES						
Monthly Meter Base Rate	5/8"	1"	2"	3"	4"	
Inside City	\$ 17.00	\$ 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"	
Regular Taps	\$ 1,750.00	\$ 2,000.00	\$ 5,550.00	At Cost	At Cost	
High Pressure Taps 150+	\$ 2,200.00	\$ 2,900.00	\$ 6,300.00	At Cost	At Cost	
(effective 03/18/2026) IMPACT FEES	5/8"	1"	2"	3"	4"	
	\$ 4,640.00	\$ 13,920.00	\$ 46,400.00	X	X	
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. Penalty for returned check or bank draft is \$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.
7. The cost of all road bores shall be paid by the customer. Bores and encasements must comply with TWU Standard Specifications
8. Cost to install a 5/8" irrigation meter on an existing service \$1000. Plus \$50 deposit
9. If a new main line tap is required to install an irrigation meter, customers will be required to pay the full tap fee

**TONTITOWN SEWER SERVICE RATES - Effective September 19, 2025**

**Adopted by Tontitown Ordinance August 20, 2024**

SEWER RATES	Inside City	Outside City
Residential Monthly Base Charge	\$ 16.75	\$ 22.62
Commercial Monthly Base Charge	\$ 17.51	\$ 23.64
Residential Cost per 1,000 gallons	\$ 11.15	\$ 15.07
Commercial Cost per 1,000 gallons	\$ 12.17	\$ 15.76
Industrial User*	\$ 1,000.00	\$ 1,000.00
* Industrial user shall be defined by usage in excess of 250,000 gallons per month.	\$ 16.83	\$ 22.20
SEWER TAP FEES		
4" Service	\$ 500.00	
6" or Larger Service	\$ 1,000.00	
SEWER IMPACT FEES (effective 03/18/2026)		
5/8"	\$ 3,488.00	
1"	\$ 10,460.00	
2"	\$ 34,860.00	