

POLICIES OF GRAND PRAIRIE BAYOU TWO PUBLIC WATER AUTHORITY

11177 ARK HWY 31 N – AUSTIN, AR 72007

(501) 676-2887 or (800) 834-8457 FAX (501) 676-9211

**PAY ONLINE AT: [www.grandprairiebayoutwo.com](http://www.grandprairiebayoutwo.com)**

No customer can be served with water if they owe a previous bill on an old account, either directly or indirectly. Each residence must have a separate water meter.

**Meter deposit refund checks will be issued 30 days after the final reading has been processed.** If you transfer your deposit, you will pay the current balance on the acct plus a \$20.00 transfer fee the day you request the transfer. Any remaining balance owed will be refunded or billed if balance due. The person, whose name the meter deposit is in, is responsible and liable for the water bills.

The customer is responsible for any and all water that goes through their water meter. Also, the customer is responsible for all lines from the meter box to the resident's home.

All line extensions must be approved by our Board of Directors and customers must sign a contract to meet Grand Prairie Bayou Two P.W.A. specifications. All line extensions required for customers will be paid for by the customer who is planning to connect to the water system. This includes ditch witch or backhoe time, parts and labor and all must be paid before work will begin. The customer will be responsible for line extensions for one full year. As an asset to the water system the line extension will then be turned over to Grand Prairie Bayou Two P.W.A. to maintain and service thereafter.

Customers are not to fence in the meter boxes. If the meter becomes fenced in, there will be a fee charged to the customer to move the meter and the box outside the fence. The water company servicemen must have access to the meter without hazardous conditions (such as an aggressive animal).

**Grand Prairie Bayou Two** bills are due in full upon receipt or before **due date of the 15<sup>th</sup> of each month.** No partial payments are accepted, unless approved by management. A 15% penalty is applied on the 16<sup>th</sup> day or the first working day thereafter. There will be a \$15.00 charge to any customer who has not paid their water bill by noon on the shut-off date printed on the statement. If the bill is not paid by this time and your service is disconnected there will be an additional \$20.00 reconnect fee to the account and this total balance must be paid in order to reconnect service. In the event of a problem concerning payment please do not hesitate to call our office during regular business hours Mon.-Fri. 7:00am to 4:00pm. **Payments accepted by cash, check, money order, bank draft & online. 24-hour payment drop box available in drive-thru.**

The water office employees are not responsible for reporting to the customer during the disconnecting of the meters, resetting of meters or any type of service call. When a meter is re-set the water will not be turned on unless the customer is home. This is done to protect the customer and Grand Prairie Bayou Two P.W.A. For your protection, turn your water off at the meter when you are away from home for an extended period of time. Grand Prairie Bayou Two P.W.A. will replace a meter if the meter is defective at no cost to the customer, but if the meter is not defective, there will be a \$10.00 service charge to make service calls to a customer's home to replace a meter on request. This will only be done during regular office hours.

Insufficient checks, bank drafts, debit / credit cards or electronic checks returned to our office by the bank will be treated as non-payment on an account. When a customer has two (2) insufficient payments returned by the bank within a six (6) month period, our office will no longer accept check, bank draft, debit / credit card or electronic check payments from that customer. The account will be "cash only". There will be a \$20.00 service charge on any insufficient form of payment. There is a 24-hour payment drop box in the drive-thru for your convenience.

Any customer who is caught tampering with a meter with the intention of defrauding Grand Prairie Bayou Two P.W.A. may be subject to prosecution and loss of water service. If service is granted back to the customer, there will be a \$100.00 reconnection fee if theft is obvious.

Water service contracts must be signed, meter deposit and connection fee paid, before meters or new connection can be set. Grand Prairie Bayou Two P.W.A. has ten (10) working days to set the connection. Also, a current perc test approved by ADH is required to install service.

Water service will be disconnected upon notification from the Arkansas Department of Health (ADH) for any violation regarding a sewage disposal system. Water service will be reconnected once compliance has been met and approved by the Arkansas Department of Health.

Grand Prairie Bayou Two P.W.A. will charge any customer, contractor, plumber, etc. that does not comply with the AR One-Call laws and cuts a main line or service line on our water system will be charged: Actual cost of repair to all line sizes and estimated water loss.

Current water rates: 0-1000 gallons (Minimum Bill) \$16.90 + fees + tax = \$23.55

Next 4,000 gallons and Above - \$3.90 per thousand gallons + tax

Hydrant Meter for Contractors Use - \$8.00 per thousand gallons

**Primary Applicant:** \_\_\_\_\_

**Co-Applicant:** \_\_\_\_\_

**Date:** \_\_\_\_\_