

BRUNNER HILL WATER ASSOCIATION

CUSTOMER SERVICE POLICY

I. DEFINITIONS: The following items used in this policy mean:

- A. **APPLICANT:** Any individual, firm, partnership, corporation, authority, or other entity residing or owning land located within the service area applying for water service.
- B. **BOARD:** The governing body of the Brunner Hill Water Association, 1145 Rodney Rd, Jordan, Arkansas.
- C. **MEMBER:** Any individual, firm, partnership, corporation, authority, or other entity which has applied for and is currently receiving water service.
- D. **POINT OF DELIVERY:** The point of delivery to each member shall be at the meter unless otherwise specified in the Water User's Agreement/ Member Certificate.
- E. **POINT OF USE:** For each member of Brunner Hill Water Association, the point of use shall mean the precise location at which water is used or consumed.
- F. **SERVICE:** The availability for use by the members of water adequate to meet the member's requirements. Service shall be considered "available" when Brunner Hill Water Association maintains the water supply at normal pressure at the point of delivery in readiness for the member's use, regardless of whether or not the member makes use of it.
- G. **WATER USER'S AGREEMENT/ MEMBER CERTIFICATE:** The agreement or contract between the member and Brunner Hill Water Association, pursuant to which water service is supplied and accepted.
- H. **WATER SERVICE CONNECTION:** A water service connection consists of a water meter and other facilities for supplying water to a single point of use (residence, dwelling, property, or premises, structure, business, etc.) A single member may be supplied by more than one service connection if that member has more than one point of use.
- I. **LOCK-OFF:** Lock-off occurs when a member's meter is turned off and the lid to the meter box is locked; however, the customer's account is still active and continues to incur minimum charges.

II. GENERAL RULES:

- A. A metered service connection is for the sole use of the applicant or member. Members shall not permit the extension of pipes for the purpose of transferring water from one

property to another, from one point of use to another, nor share, resell, or sub-meter water to any other person or entity

- B. Multiple residential and point of use properties: The standard residential rates of the Association shall be applicable to all multiple residential and point of use properties. Multiple residential properties include mobile home parks, apartment buildings, motels, housing complexes, or similar residential developments. The board may, at its discretion, choose to serve multiple residential properties through a single master meter, if the property is serviced through a single electrical meter.
- C. At no time shall any member or individual connect a non-system water source to any service line that is also connected to the system. Representatives of the association shall have the right to enter members' premises for the purpose of inspection and enforcement of this policy at all reasonable hours. Violations of this policy shall constitute cause for immediate disconnection of service.
- D. It is the responsibility of each member to anticipate changes in occupancy and to have service transferred to the new member in accordance with the policy for obtaining service. Until service is formally transferred, the original member shall be responsible for payment of service. The board may refuse to transfer service until all past-due bills and charges have been paid.

III. OBTAIN WATER SERVICE:

- A. Applications for new service connections shall be submitted to the Brunner Hill Water Association office and accompanied by a minimum connection fee and a meter deposit. The connection fee is non-refundable and dependent upon the specifics of that particular installation (labor, excavation, length and size of pipe, etc.). The meter deposit will be maintained in a special account to insure payment of water charges. When service is discontinued, any portion of the deposit remaining after current bills are paid will be refunded to the member. Members with service terminated and meter pulled because of non-payment will have their deposit applied to their account to satisfy past-due amounts.
- B. Members will be required to have the following installed (in order of water flow) shut off valve, pressure reducing valve, and check valve between point of delivery and service line. A plumbing inspector will inspect all work prior to completion according to Arkansas state plumbing codes.
- C. Members who originally signed up for water but did not fulfill their three (3) year obligation will be required to pay the current connection fee and meter deposit. The association will provide the member water at this time only if water is available.

IV. MEMBER BILLING:

- A. Members will be billed monthly in accordance with the rate structure of Brunner Hill Water Association.
- B. Water meters will generally be read during the third week of each month.
- C. Bills will be mailed on or about the first day of each month.

V. PAYMENT TERMS:

- A. Payment is due, and must be received, by the 15th day of each month.
- B. Payments received after the 15th day will incur a late charge equal to 10% of the water bill.
- C. If payment is not received or a satisfactory arrangement made within the next 15 days, service will be locked-off and a lock-off fee will be applied to the account. Once all charges are paid in full, including the lock-off fee, the meter will be turned back on.
- D. If payment is still not received within another 15 days, service will be disconnected, the deposit applied to the bill, and the meter will be uninstalled. For restoration of water service, see the "Restoration of Water Service" paragraph below. Additionally, the balance on the account will be sent to a collections agency.

VI. DEFERRED (TIME) PAYMENT PLAN FOR HARDSHIP CASES:

- A. A member may apply for deferred payment plan before the water is disconnected by contacting the Brunner Hill Water Association office.
- B. Hardships eligible for time payment plans include: loss of job, medical emergency, excessive bill (such as one resulting from a large leak) and extra-ordinary financial difficulties.
- C. The maximum length of a deferred payment plan shall be ninety (90) days unless the approved plan specifies otherwise.

VII. RECONNECTION OF WATER SERVICE:

Members desiring restoration of water service after disconnection must pay all past due charges and fees, to include a reconnect fee to cover the reasonable cost of labor necessary to make such reconnection.

VIII. SEASONAL RESIDENTS/ VACATIONERS:

All water users will continue to incur monthly charges to maintain an active connection to the water system. Members who go on vacation or leave after seasonal residence may utilize their personal shutoff valve to prevent water leaks or other issues during their absence. Meters will continue to be read each month and members will continue to receive monthly bills for minimum monthly charge.

IX. METERS:

- A. Meters shall be furnished, installed, owned, inspected, tested and kept in proper working condition by Brunner Hill Water Association without cost to the member.
- B. Service meters whose errors do not exceed 2% fast or slow shall be considered as being within the allowable limits of accuracy for billing purposes. The percentage of error will be considered as that percentage arrived at by taking the average of the error at full load and that at a 10% load unless a member's rate of usage is known to be practically constant, in which case, the error at such constant use will be used. The cost to replace the meter will be the current cost of the meter plus a standard labor fee.
- C. Meters shall be in an accessible location on the outside of buildings, except where otherwise directed by Brunner Hill Water Association. All meters shall be set horizontally and never connected to a vertical pipe. Meters set outside of a building shall be placed in a meter box furnished and installed by Brunner Hill Water Association.
- D. Meter tests requested by members shall be performed without cost to the member if the meter is found to be in excess of 2% fast. Otherwise, the member who requested the test be charged a standard labor fee for the cost of making the test.
- E. The member shall be responsible for any damage caused by other than normal wear and tear to the meter installed for his/her service.

X. MAIN EXTENSIONS:

- A. A set of plans designed by an engineer for the extension will be presented to the Board of Directors for their approval. The plans will then be sent to the Arkansas State Health Department for approval.
- B. After plans are approved, the applicant or developer is responsible for the installation of the water lines, valves, etc.; applicant or developer is required to extend the water line to the adjoining property, or there must be a minimum 15-ft utility easement drawn up on plans that will extend to the adjoining property, the water company requires that the final plat be signed by the manager of the water company before being recorded at the County Clerk's office. All labor and materials are to be according to the company's

specifications. All materials, labor etc. are to be performed by a licensed contractor and paid for by the application or developer.

- C. All mains extended will be required to be class 200 or above. Brunner Hill Water Association reserves the right to specify type. All main lines will be bedded and a coated tracer wire will be laid along pipe and extended up to each available valve box.
- D. Brunner Hill Water Association will NOT accept the water line of contractor fails to comply with any of these.

XI. AVAILABILITY OF RECORDS FOR PUBLIC INSPECTION:

Utility records, including minutes of meetings and financial records, are available for inspection by the public during office hours.

XII. SERVICE CHARGE:

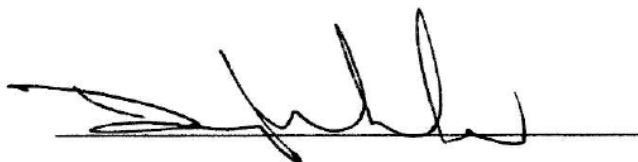
Any non-emergency customer service request without a 48-hour notification is subject to a standard labor fee (i.e. turn water on/off, check meter, etc.).

XIII. CHANGES IN POLICIES:

These policies are subject to change as required and voted on by the Board of Directors. The Board of Directors shall establish rates and fees for service as necessary to operate and maintain Brunner Hill Water Association.

XIV. ADOPTION OF POLICY:

- A. This policy has been adopted by the Board at the regular or special meeting held on November 18, 2025.
- B. This policy is subject to change from time to time. All such changes must be approved by the Board of Directors for Brunner Hill Water Association. If a provision of this Customer Service Policy, with the exception of the Rate Schedule, conflicts with a provision of the Rules and Regulations, the provision of the Rules and Regulations will prevail. However if a provision of the Rules and Regulations conflicts with a provision of the Rate Schedule, the provision of the Rate Schedule will prevail. If any portion of this Customer Service Policy shall be declared invalid by competent authority, such as voidance shall not affect the validity of the remaining portions.



Danny Woods, President



David Phillips, Vice President