

BRUNNER HILL WATER ASSOCIATION

CUSTOMER SERVICE POLICY

DEFINITIONS: The following items when used in this policy mean:

1. APPLICANT: Any individual, firm, partnership, corporation, authority or other entity residing or owning land located within the service area applying for water service.
2. BOARD: The governing body of the BRUNNER HILL WATER ASSOCIATION, DOLPH, AR.
3. MEMBER: Any individual, firm, partnership, corporation, authority or other entity which has applied for and is currently receiving water service.
4. 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.
5. 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.
6. SERVICE: The term "service" shall mean 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.
7. SERVICE AREA: The geographic areas served by BRUNNER HILL WATER ASSOCIATION.
8. SERVICE LINE: The water line that extends from the point of delivery to the point of use for each member of BRUNNER HILL WATER ASSOCIATION.
9. 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.
10. WATER SERVICE CONNECTION: A water service connection consists of a water meter and other facilities for supplying water to a single point of use (one 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.

GENERAL RULES:

1. 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.

2. 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.
3. At no time shall any member or individual connect a non-system water source to any service line or water 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.
4. 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.

OBTAINING WATER SERVICE:

1. Applications for new service connection shall be taken at 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 because of non-payment will have their deposit applied to their account to satisfy past-due amounts.
2. 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.
3. 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.

MEMBER BILLING:

1. Members will be billed monthly in accordance with the rate structure of BRUNNER HILL WATER ASSOCIATION.

2. Water meters will be read during the last week of each month.
3. Bills will be mailed on or about the first day of each month.

PAYMENT TERMS:

1. Payment is due by the 15th day of each month.
2. Payments made after the 15th day will incur a late charge equal to 10% of the water bill.

TERMINATION OF WATER SERVICE:

1. When a member's water bill is sixty (60) days past due, they will be mailed a Disconnect Notice. If the bill is not paid by the time specified in the Disconnect Notice OR a payment plan has not been approved by the member and BRUNNER HILL WATER ASSOCIATION, water service will be terminated, and the meter deposit applied to the bill.
2. Members subject to termination of water service will be charged a reconnect fee.

DEFERRED (TIME) PAYMENT PLAN FOR HARDSHIP CASES:

1. A member may apply for deferred payment plan before the water is disconnected by contacting the BRUNNER HILL WATER ASSOCIATION office.
2. Hardships eligible for time payment plans include: loss of job, medical emergency, excessive bill (such as one resulting from large leaks) and extra-ordinary financial difficulties.
3. The maximum length of a deferred payment plan shall be ninety (90) days unless the approved plan specifies otherwise.

RECONNECTION OF WATER SERVICE

Members desiring restoration of water service after suspension of service must pay a reconnect fee for the restoration of service to cover the reasonable cost of labor necessary to make such reconnection.

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.

METERS:

1. Meters shall be furnished, installed, owned, inspected, tested and kept in proper operating condition by BRUNNER HILL WATER ASSOCIATION without cost to the member.

2. 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 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.
3. Meters shall be set 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.
4. 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 will be charged a standard labor fee for the cost of making the test.
5. The member shall be responsible for any damage caused by other than normal wear and tear to the meter installed for his/her service.

MAIN EXTENSIONS:

1. A set of plans designed by an engineer for the extension will be presented to the Board of Directors of the Company for their approval. The plans will then be sent to the Arkansas State Health Department for their approval.
2. 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 applicant or developer.
3. 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.
4. BRUNNER HILL WATER ASSOCIATION will NOT accept the water line if contractor fails to comply with any of these specifications.

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.

NOTICE OF MEETINGS OF THE BOARD:

The BRUNNER HILL WATER ASSOCIATION Board of Directors meets in regular session on the third Tuesday of each month at 7 p.m. at the Water Office unless circumstances require the meeting to be rescheduled at the earliest possible date.

CHANGES IN POLICIES:


These policies are subject to change as required and voted on by the Board. The Board shall establish rates and fees for service as necessary to operate and maintain BRUNNER HILL WATER ASSOCIATION.

SERVICE CHARGE:

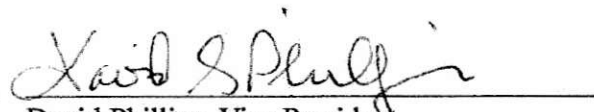
Any non-emergency customer service request without a 48-hour notification is subject to a standard labor fee (i.e. turn water on/off, check meter).

APPROVAL

1. This Customer Service Policy is adopted by the Board of Directors for Brunner Hill Water Association on September 17, 2024.
2. This Customer Service 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 voidance shall not affect the validity of the remaining portions.



Danny Woods, President



David Phillips, Vice President

BRUNNER HILL WATER ASSOCIATION

RATE SCHEDULE

INCIDENTAL FEES

1. New Connection Fee, see Obtaining Water Service	\$1200.00 (minimum)
2. Meter Deposit	\$75.00
3. Reconnect Fee	\$100.00
4. Standard Labor Fee	\$50.00
5. After Hours and Weekends Fee	\$100.00

MONTHLY FEES

1. Water Usage, first 1000 gallons (minimum charge)	\$30.90
2. Water Usage, subsequent 1000 gallons	\$9.65
3. Maintenance Fee	\$5.00
4. Federal Pure Water Act	\$0.40
5. Residential Leak Insurance (optional, automatically opted in)	\$1.95
6. Residential Line Insurance (optional)	\$4.50
7. Commercial Leak Insurance Single/Multiple (optional)	\$5.00/\$11.00
8. Commercial Line Insurance Single/Multiple (optional)	\$14.00/\$28.00

Incidental fees will be implemented for charges due on or after 7/1/2025.

Monthly fees will be implemented for charges due on or after 1/1/2026.

Rates were adopted by the Board of Directors on 5/20/2025.