

## Understanding Your Account

### To All New Water Customers

Welcome to Washington Water Authority. I would like to take a minute to let you know what to expect in relation to your water bill. Please review the following documentation related to our water services.

For customers in the Valley View area of Farmington, AR, Washington County Improvement District #5 handles sewer service, we simply include the billing for WCID#5 on our water bills.

Sincerely, Zak Johnston, Staff Engineer

### Fees, Deposits, and Refunds

Washington Water Authority is committed to providing you with the highest quality 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 service.

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 Washington Water Authority 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 Washington Water's Service Area. This non-refundable fee is a standard set rate of \$25.00.

#### Water Fees

Tap fees are required for each new service. These fees are non-refundable

#### Payment Options Available

We offer online bill pay at the following website: [www.washingtonwater.org/bill-payment](http://www.washingtonwater.org/bill-payment). This will allow you to pay your bill online, set up an online account and enroll in e-bill. You can also have your account automatically drafted. These forms can be picked up at the office or printed from our website at [www.washingtonwater.org/bill-payment](http://www.washingtonwater.org/bill-payment).

Online bill pay allows you to choose the day the payment is taken from your account and bank drafts are posted on the 10<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.

| WASHINGTON WATER AUTHORITY SERVICE RATES - Effective January 25, 2022 |    |                  |
|---|----|------------------|
| Minimum Bill  |    |                  |
| Meter 5/8 inch-Residential  | \$ | 32.50            |
| Meter Fee   | \$ | 1.50             |
| Health Fee  | \$ | 0.40             |
| Plus Local, County and State Taxes                                    |    |                  |
| Water Rates   |    | Per 1,000 Gal    |
| Usage   | \$ | 10.55            |
| Tap Fees  |    | 5/8"x3/4" Setter |
| Regular Pressure Near Side  | \$ | 2,400.00         |
| High Pressure Near Side   | \$ | 2,685.00         |
| Very High Pressure Near Side  | \$ | 2,875.00         |
| Regular Pressure Far Side   | \$ | 2,770.00         |
| High Pressure Far Side  | \$ | 3,055.00         |
| Very High Pressure Far Side   | \$ | 3,245.00         |
| Road Crossing Fee   | \$ | 2,500.00         |

**WWA will have the road crossing installed. The charge shown is the minimum. The cost may vary depending on the exact location of the water main and other circumstances beyond WWA control such as rock/rough terrain.**

Larger meters may be obtained upon request. Please contact the WWA Office regard pricing.

| TAP FEES FOR APARTMENTS, TOWNHOUSES AND OTHER MULTI-FAMILY AND RESIDENTIAL SUBDIVISION DEVELOPMENT                                      |           |
|---|-----------|
| All developments shall provide one water meter per residential unit. Master meters for multiple units or buildings will not be allowed. |           |
| METER DEPOSIT FEES  |           |
| Owner 5/8"  | \$ 75.00  |
| Residential-Non Owner-any meter size  | \$ 200.00 |
| 1"  | \$ 100.00 |
| 1 1/2"  | \$ 150.00 |
| 2"  | \$ 200.00 |
| 3"  | \$ 200.00 |
| Hydrant Meter - 3"  | \$ 200.00 |
| Transfer fee for all meters   | \$ 25.00  |

#### Notes:

- A late charge of \$10.00 for bills under \$100.00 or 10% for bills over \$100.00 will be assessed to all bills that are not paid by the due date, as shown on bill.
  - All accounts not paid by the shut off date, as shown on late notice, will have a \$50 reconnection fee if connected during normal business hours.
  - All accounts not paid by the shut off date, as shown on late notice, will have a \$90 reconnection fee if connected after 3:00 p.m.
  - Penalty for returned check or bank draft is \$25, plus any bank service charges.
- Inspections and Repairs to RPZ devices are the responsibility of the customer. Annual inspections are due by June 1 of each year.