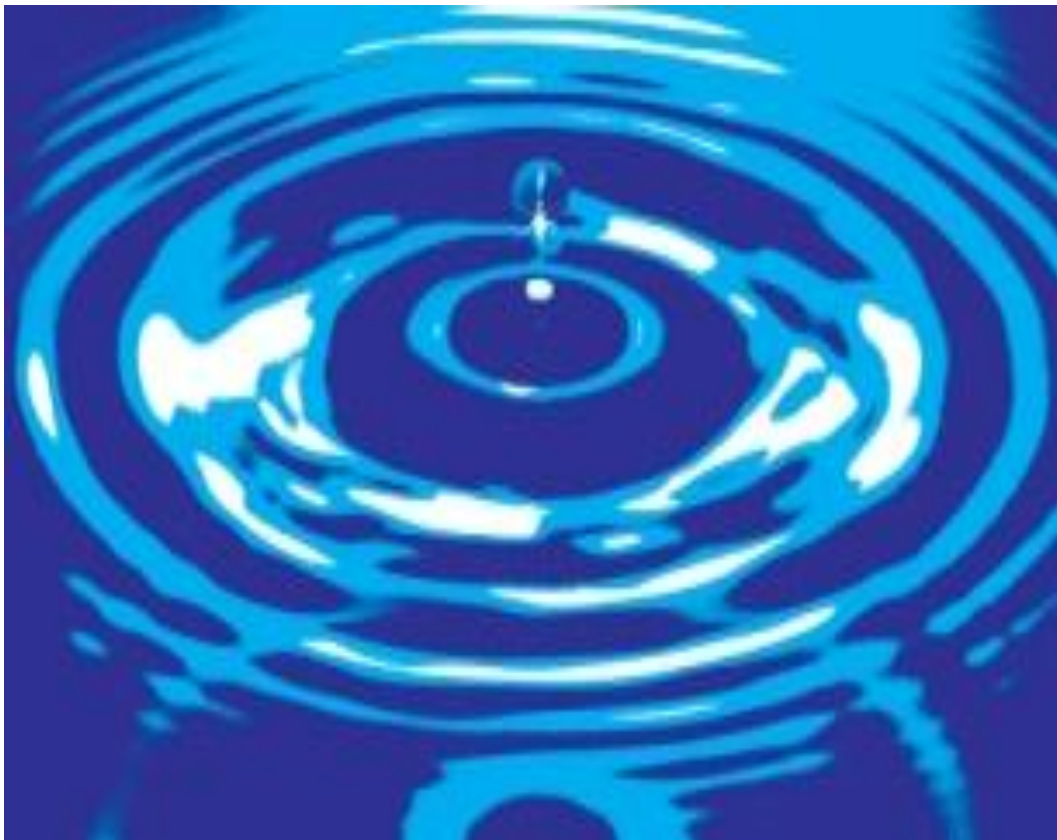


***LOST BRIDGE VILLAGE
WATER AND SEWER
IMPROVEMENT DISTRICTS NO 1 AND NO 2
12133 E AIRPORT DRIVE
GARFIELD, AR 72732
479-359-3697***



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Dear Customer:

It is a pleasure to welcome you to the Lost Bridge Village Water and Sewer Improvement Districts. The enclosed information will explain the Districts' Policies concerning cost of services, due date, and other helpful items.

The goal of these Districts is customer satisfaction through bringing the best water quality possible to you and providing an efficient and State approved wastewater treatment process.

Again, we want to welcome you to these Districts and hope that if you have any questions or comments, that you will feel free to contact us at 479-359-3697.

The Board of Commissioners
Lost Bridge Village Water and Sewer Improvement Districts No 1
and No 2

CONTACT LIST

Business Administrator

Stacy Thompson 479-359-3697

Water Operations

Kevin Lepola
After Hours Cell Phone 479-330-2123

Wastewater Operations

Justin Lansdell
After Hours Cell Phone 479-330-2123

HOURS AND RATES

Office Hours – 9 am until 4 pm, Monday through Thursday, closed Holidays.

Billing Rates Inside District

Water minimum	\$30.00
Sewer minimum	\$35.00
Residential Federal Safe Drinking Water Act Fee	\$ 0.40
Meter Assessment Charge from BWRPWA	\$ 1.50
7.5% Sales Tax	<u>\$ 2.15</u>
Monthly Invoice Amount	\$69.15

Water usage is billed at \$.001148 *per gallon*.

Sewer usage is billed at \$.001148 *per gallon*

Billing Rates Outside District

Water and Sewer availability is limited, and a consultation is due upon request.

Water usage is billed at \$.01548 *per gallon*

Sewer usage is billed at \$.01548 *per gallon*

Disconnect Meter - \$75.00 during weekdays working business hours of nine (9) am until four (4) pm from Monday through Friday, except for holidays..

After hours/Holidays - \$75.00 for service calls requiring District personnel to attend after working business hours and holidays.

Meter relocation - \$150.00

Water and Sewer taps

Inside District – Water tap is \$1200.00, includes meter set. Sewer tap is \$1200.00. Billing rates begin with the tap service.

Outside District - \$1500.00, includes meter set. Sewer tap is \$1500.00, sewer service is limited for outside district customers and may not be available. Billing rates begin with the tap service.

Yard meter - The cost of installation for a yard meter is \$500.00. Monthly minimum bill is \$8.69 plus tax.

Plumbing permit- \$150.00 for 3 inspections. \$25.00 per inspection required after 3.

Tamper Fee- Water will be disconnected and be a charge of \$250.00 tamper fee for the first offense. \$500 for the second offense, and permanent disconnection and prosecution to the full extent of the law on the third offense.

Returned Checks or Returned Automatic Withdrawals

There will be a \$25.00 charge for all returned checks or returned Automatic Withdrawals and the property is subject to immediate interruption of service. *Payment must be paid in cashier's check, money order or cash only.* If the meter is disconnected the full amount due plus returned check charge, disconnection fees, reconnection fees and an additional Meter Deposit of \$150.00 must be paid before resumption of services.

CURRENT RATES ARE SUBJECT TO CHANGE

METERS AND BILLING

METERS are the property of the Districts and will be read on or about the 25th of each month at which time a new month begins. Operations personnel will check a meter if there is an unusually high reading once in a month period and if no problem is found with the meter reading or with District property at that time; it will be up to the homeowner to determine the cause. Pipelines from the meter to the home are the responsibility of the homeowner while the lines from the meter to the main are maintained by the Districts.

SHUT OFF VALVES AND CHECK VALVES are required to be put in within 30 days of signing the water and sewer contract. If neither of these have been put in within 30 days, interruption of service will be made and a charge for disconnection and reconnection will be added to your bill.

BILLS are mailed on or about the last day of each month. Water and sewer bills are to be paid in full and must be received in the Districts' office located at 12133 E Airport Drive, Garfield, AR 72732 by the twentieth (20th) of each month to avoid a late penalty of 10% being added to the account. An interruption of service will begin if payment is not received by the twenty-eighth (28th) of the month after the twentieth. (If paying online, you must pay on the 27th or prior to give them time to send me the payments.) The meter will be shut off and locked up until we have received payment in full including fees.

If payment in full including fees has not been received within 30 days of the disconnection date the account will be closed and turned over to collections.

To have Districts' personnel come to the customer's house on the twenty-eighth (28th) of the month after the twentieth to pick up the delinquent payment, there will be an additional fee of \$10.00.

If you find that you will be unable to meet the payment requirements in any month, you will need to come into the office allowing twenty-four (24) hours before service is due to be interrupted to discuss payment arrangements. A deferred payment agreement is allowed once (1) every 3 months and must be completed with signature(s). If the meter is disconnected prior to any arrangement, the full amount due plus disconnection fees, reconnection fees and penalties must be paid before resumption of services.

METER DEPOSIT of \$150.00 is due for each meter. This is refunded with approved meter inspection and payment of final bill. This deposit is not negotiable and cannot be waived. Credit references are not accepted in lieu of the deposit.

CONTRACTED WATER AND SEWER is with the property owners *only*. The owner is responsible for all water and sewer charges even when unit is rented or occupied by others. Please collect rent to cover bills as they will be sent to you or your agent. All residential customers shall be charged a minimum monthly bill whether or not there is utilization of water. During periods when the meter is disconnected the minimum fee for water and sewer use per month will continue to be charged.

Introducing any of these items into our system is prohibited.

None of the following items are allowed nor should be introduced into the Wastewater Treatment Plant and/or sanitary sewer system:

- A. Gasoline, kerosene, benzene, naphtha, fuel oil, or other flammable or explosive liquid, solid or gas.
- B. Any non-latex paints, paint thinners, paint removers, or strippers.
- C. Any organic solvent or any liquid containing an organic solvent.
- D. Any quaternary ammonium sanitizers.
- E. Any photographic fluids including waste developer, fixer, and rinse water.
- F. Any pesticide including insecticides, fungicides, rodenticides, and herbicides of any sort.
- G. Any waters or wastes containing toxic poisonous solids, liquids, or gases, in sufficient quantity to interfere with the sewage treatment process or constitute a hazard to humans or animals, create a public nuisance, or create any hazard to ground water.
- H. Any water or waste having a pH higher than 9.5 or lower than 5.5.
- I. Solid or viscous substances in quantities capable of causing obstruction to the flow in sewers, or other interference with the proper operation of the sewage works such as, but not limited to, ashes, cinders, sand, mud, straw, shavings, metal, glass, rags, feathers, tar, plastic, wood, garbage, whole blood, paunch manure, hair, fleshing and entrails, and paper dishes, cups, milk containers, etc. either whole or parts.
- J. Any water or waste containing fats, wax, grease, or oils whether emulsified or not, in excess of 100 mg/L, or containing substances which may solidify or become viscous at temperatures between 32- and 150-degrees Fahrenheit (0-65 degrees Celsius).
- K. Any food garbage that has not been properly shredded, but the installation and operation of any garbage grinder is not recommended.
- L. Any storm water, surface water, roof runoff, or subsurface drainage.
- M. Rubber or latex gloves, gauze pads, etc. which are typical waste from medical facilities.
- N. Any condoms, contraceptive devices, tampons, feminine hygiene products, plastic applicators, plastic bags of any sort, baby wipes, or any type of wet wipes.
- O. Any cloth products such as rags, towels, wash cloths, etc.

Similarly, any substance which is not biodegradable, or which might enhance or inhibit biological activity, should not be discharged into the system.

Any violation of these requirements may be a violation of State or Federal law or regulations and require us to report same to regulatory authorities and/or block access to our sewage system.

AUTOMATIC WITHDRAWAL PROGRAM

We offer an Automatic Withdrawal Plan for payments and over 45% of our customers are now taking advantage of this program.

- ✓ There are no extra fees or charges to enroll in this program.
- ✓ You will still receive your monthly invoice.
- ✓ Your payment comes directly from your checking or saving account.
- ✓ Your payment will be withdrawn on the 20th of each month. If the 20th of the month should fall on a weekend or holiday, your payment will be withdrawn either the day prior or day after the 20th.
- ✓ Direct payment is safe, reliable and convenient.

To sign up for this program simply complete the form below and return it to our office along with a voided check.

Automatic Withdrawal Authorization Agreement

I (We) hereby authorize Lost Bridge Village Water and Sewer Improvement Districts No 1 and No 2, hereinafter called LBVWS to initiate charge entries to my (our) checking/savings account indicated below at the bank named below, hereinafter called the Bank, and to charge the same to such account.

PLEASE PRINT

Name(s) _____

Address _____

City, State, Zip _____

Bank Name _____

City, State, Zip _____

Checking Routing Number	Account Number
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Savings Routing Number	Account Number
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This authority is to remain in full force and effective until LBVWS and the Bank have received written notification from me (or either of us) of its termination in such time and manner as to LBVWS and the Bank a reasonable opportunity to act on it. I (We) have the right to stop payment of charge entries by notifying the Bank prior to the time the account has been charged. Any erroneous or incorrect charge will be corrected upon notification of the Bank. I (We) understand that a returned Automatic Withdrawal for insufficient funds, closed account, stop payment, etc without prior notification to LBVWS will result in a \$25.00 charge for all returned Automatic Withdrawals and that my property is subject to immediate interruption of service. If the meter is disconnected the full amount due plus returned check charge, disconnection fees, reconnection fees and an additional Meter Deposit of \$150.00 must be paid before resumption of services. Payment must be paid in cashier's check, money order or cash only.

Date _____

Signature _____