

**SEVIER COUNTY WATER ASSOCIATION
CUSTOMER SERVICE POLICY
AMENDED FEBRUARY 14, 2017**

General Information:

Office Hours: Monday through Friday 8:00 a.m. to 4:30 p.m.

Office Phone Number: (870) 642-5289

Office Fax Number: (870) 642-6484

After Hours Emergency Phone Number: Sheriffs Office (870) 642-2125

Mailing Address: P.O. Box 700 De Queen, AR 71832

Payments may be made at SCWA office or mailed.

Billing Information:

All billing charges are mailed out the last working day of the month. All charges billed to you are due on the 15th of the month. If billing charges are not paid by the 15th a 10% late charge will be added to your billing charges.

Gross amount due after 15th of month. If bills are not paid by the 25th of the month service will be discontinued without further notice. The following will be required for service to be restored.

- Current and past balance due to be paid in full
- Reconnection fee of \$50.00 will be paid before restoring service
- Payment for reconnection must be made at the office location only
- Reconnection made during office hours only. (Mon.- Fri. 8:00a.m.-4:30p.m.)

Deposit Information:

Deposit will be refunded to customers after disconnection of service and after all balance due has been satisfied. Deposit charges are as follows. ¾ inch meter \$125.00, ¾ inch high volume meter \$135.00, 1 inch meter \$200.00, 1 ½ inch meter \$300.00. Rental deposits are \$125.00. If service is disconnected for non-payment twice in any 6-month period, customer will be required to bring their deposit up to current level. If you are disconnected for nonpayment, 30 days from your disconnect date your deposit will be applied and you will be final billed.

New Service Connection Fee:

All fees for new service will be required at the time of application for new service. A water user agreement must be signed.

¾ inch service \$575.00, 1 inch service \$675.00, 1 ½ inch service \$1,250.00, road bore \$1,200.00 or actual cost.

*Gravel road crossing \$750.00 for ¾ inch service, \$850.00 for 1 inch service, \$1425.00 for 1 ½ inch service.

Minimum monthly rate for meter size:

¾ inch \$30.40- ¾ inch high volume \$58.25- 1 inch \$73.55- 1 ½ inch \$95.40

Transfer of Existing Service:

Any service being transferred will be charged a \$50.00 fee.

Service Call:

If customer request SCWA to their residence or business to re-read the meter, turn off the water at the meter, or check meter for leak and it is not the liability of SCWA a \$50.00 service call charge is required. This may reflect on your monthly bill.

Return Check Policy:

Checks returned to SCWA due to insufficient funds or other reasons will be required to be picked up at the office of SCWA. Charges for returned checks will be \$25.00. All checks remitted to SCWA to avoid disconnection of their services will be disconnected immediately upon receiving from bank. If service is disconnected due to returned check the following will be required for service to be restored.

- Returned check fee \$25.00
- Reconnection fee \$50.00
- Amount of returned check

A meter will not be set until inspections have been made and approved.

Billing for service will commence the following billing cycle. If customer does not wish to use the service, customer is required to order a disconnect on the service. All charges incurred before the disconnect order will be due. At the time the customer wishes to reconnect to the service an additional re-connect fee will be required.