

# River South Rural Water District

## Water Users Agreement

DATE \_\_\_\_\_

I \_\_\_\_\_, HEREBY MAKE APPLICATION TO THE RIVERSOUTH RURAL WATER DISTRICT FOR CUSTOMER STATUS AND FOR WATER SERVICE AT THE FOLLOWING LOCATION:

(SERVICE ADDRESS) \_\_\_\_\_

THIS AGREEMENT IS FOR MEMBERS WHO WILL ACTUALLY USE THE WATER WHEN IT IS AVAILABLE AND DOES NOT INCLUDE "DRY TAPS". IN CONSIDERATION OF RIVERSOUTH RURAL WATER DISTRICT (RSRW) UNDERTAKING THE FINANCING AND CONSTRUCTION OF A WATER SYSTEM, I AGREE TO THE FOLLOWING:

1. To install and maintain at my expense the necessary service line to allow the property described above, which I own or is occupied by me, to be connected with the water system at the property line in accordance with Arkansas plumbing code.
2. To begin using the water immediately after being notified by RSRW that service is available, or to pay the minimum water bill each month for a period of 60 months or until I connect to the system. Failure to pay the minimum monthly bill until connection is made by me will result in a "disconnect" at the end of 3 months or any month thereafter in which the minimum bill is not paid. In case a "disconnect" is declared by the water district, all deposits and payments made will be forfeited. A new connection fee as required by RSRW will be charged when service is again requested.
3. To use the water in accordance with rules and regulations as established by RSRW and to promptly pay for the water at the applicable schedule of rates.
4. To pay a non-refundable connection fee of \$\_\_\_\_\_ to be charged to applicants subscribing for water. The connection fee shall become nonrefundable at the time the first advertisement of construction bids are placed, thereafter the RSRW applicable connection fees will be in effect. A meter deposit, service charge, and applicable plumbing inspection fees shall be paid prior to the setting of the meter for water service, being refundable in accordance with rules and regulations of RSRW.
5. The undersigned, if legal owner of real estate, agrees that he/she/they will grant RSRW an easement for the water lines over, under, or across any real property bounding the planned service lines of the water district.

IT IS FURTHER UNDERSTOOD, IF FOR ANY REASON RSRW IS UNABLE TO PROVIDE ME WITH THE SERVICE ANTICIPATED BY THIS APPLICATION, A PRO-RATA SHARE, AFTER EXPENSES, OF MY CONNECTION FEE SHALL BE REFUNDED TO ME. THIS DOES NOT INCLUDE ANY SUBSEQUENT FEES (SERVICE CHARGE, PLUMBING INSPECTIONS, ETC.)

### WATER SERVICE CLASSIFICATION

Water service greater than single family dwelling shall require prior notification from subscriber before construction of such operations. Each applicant for water service in excess of residential usage amounts of 35,000 gallons per month per household shall declare the reason for this usage in this application. Each applicant declaring intended usage amounts in excess of 35,000 gallons per month shall provide information to the business office of River South Rural Water District stating his desired pressures and flow rates, such information to include peak usage patterns in every month of the year requested. User will be required to abide by Policy "G" High Volume Water Use. Water meter will not be set until declaration of type of water service. For service applications greater than single family dwelling a determination by this systems' engineers shall be made as to whether the system is capable of handling such service.

☐ WATER SERVICE IS FOR SINGLE FAMILY USE ONLY. (I certify that water service is solely for single family use)

☐ WATER SERVICE IS FOR USE OTHER THAN OR IN ADDITION TO SINGLE FAMILY USE.

Please give a descriptive detail of the type of service you will be needing.

☐ Existing Service

☐ Additional Service

☐ New Service

I HAVE READ AND UNDERSTAND THIS STATEMENT. I AGREE TO ABIDE BY THE REQUIREMENTS NOTED ABOVE.

Tap Fee: \_\_\_\_\_

Account # \_\_\_\_\_

Meter Deposit: \_\_\_\_\_

Service Charge: \_\_\_\_\_

Other: \_\_\_\_\_

\_\_\_\_\_  
Customer Signature

Total: \_\_\_\_\_

**RIVERSOUTH RURAL WATER DISTRICT CUSTOMER  
INFORMATION**

ACCT#

**APPLICANT'S  
NAME****MAILING****ADDRESS**

CITY

ST

ZIP

**SERVICE ADDRESS****EMAIL ADDRESS**

Phone#

**COUNTY**☐ Franklin☐ Logan☐ Sebastian☐ Other:**EMPLOYER**

Phone#

**SOCIAL SECURITY#****DRIVER'S LIC #****CO-APPLICANT'S NAME**

Phone#

**EMAIL ADDRESS****EMPLOYER**

Phone#

**SOCIAL SECURITY#****DRIVER'S LIC #****PROPERTY  
INFORMATION**☐ HOME OWNER☐ RENTER☐ AGRI☐ OTHERPURCHASED OR RENTING  
FROM:**PREVIOUS  
ADDRESS****PREVIOUS WATER  
SERVICE PROVIDER**

RELATIONSHIP

**EMERGENCY CONTACT****PHONE NUMBER**



# RiverSouth Rural Water District

Office Hours: 7:30 AM to 4 PM Monday through Thursday Website: [riversouthwater.ruralwaterusa.com](http://riversouthwater.ruralwaterusa.com)

Phone: 479.667.3466 Fax: 479.667.2299 After hours (EMERGENCY CALLS ONLY)

Mailing Address: P O Box 1375 Ozark, AR 72949 Physical Address: 2719 S Highway 23 Ozark

**Payments Can Be Made:** \*At our office anytime (drop box after hours) \*By phone with Debit or Credit Card  
\*Sign up for Automatic draft \*Pay online at [www.riversouthwater.ruralwaterusa.com](http://www.riversouthwater.ruralwaterusa.com)

## Rules and Regulations

**THERE IS A 10% PENALTY** on water bills paid after the 10<sup>th</sup> of the month. All bills should be paid in full by the 15<sup>th</sup> of the month to prevent shut off.

- ✓ Disconnect notices for non-payment are mailed on or near the 15<sup>th</sup> of each month.
- ✓ Following a disconnection notice, water service is subject to disconnection for non-payment anytime on or after the 25<sup>th</sup> of the same month without further notice.
- ✓ To prevent disconnection, payment should be made and received at this office before the 25<sup>th</sup> of the same month.
- ✓ Only 1 pay extension every 6 months will be granted per account.
- ✓ If a service man comes to your property for the purpose of a disconnect, the \$50 fee will be imposed whether the service is the service is disconnected or reconnected.

## Reconnection

- Balance due plus FEE (\$50) If this is the 2<sup>nd</sup> Disconnect: Security deposit shall be increased by \$50
- Reconnect will not be made until next working day during normal business hours.

**CUTTING OR DESTROYING A LOCK** will result in charges of theft of services filed with the sheriff's department and there will also be \$100 tampering charge added to your account.

**A LARGE BILL MAY BE DUE TO A LEAK** and loss of water can be hard to detect. The commode hanging is a very common cause and much water can be lost before being detected.

**THE CUSTOMER WILL BE CHARGED** for loss or damage to meter box lids.

**YOU ARE RESPONSIBLE** for all water going through your meter as long as the account is in your name.

**CUT OFF VALVES, PRESSURE REGULATORS, CHECK VALVES** or back flow preventers are strongly recommended for the customers own protection, as no one wants to pay for water they did not use.

**ILLEGAL CONNECTIONS TO A WELL IS IN VIOLATION** of State Health Department and RiverSouth Rural Water District rules. There must be an air space between any well water line and the public water line. More than one dwelling or business hooked to the same meter is a violation and all water rights could be lost.

**METERS MUST BE ACCESSIBLE TO WATER DISTRICT PERSONNEL.**

**CATASTROPHIC WATER LEAK** adjustments can be made if your water bill is three times your normal use. This can be done only once during a three-year period and you must contact the water office to request this adjustment. If you do qualify, you will be required to sign an agreement of conditions.

**ALL DWELLINGS AND BUILDINGS MUST BE AT LEAST 15 FEET FROM THE MAIN WATER LINE.** A septic tank or lateral line must be at least 15 feet from the main or private water lines.

## Deposits & Service Charge

**Owners Deposit ~ \$25** with letter from previous utility provider(s) verifying satisfactory payment record of at least 12 consecutive months. \*\*(no late fees or disconnects)

**Owners Deposits ~ \$50** without letter of credit. After 12 consecutive months of \*\*satisfactory payment record with RiverSouth Rural Water District \$25 of the deposit will be refunded at the customer's request.

**Renters Deposit ~ \$150 (all Accounts)**

**Service Charge ~ \$15 (all Accounts)**

**Deposits will be refunded to customer after termination of service and after all balances due have been satisfied.**

## Rate Information

Availability Charge	Rate 1	\$19.33	and	\$7.48 per thousand
Availability Charge	Rate 2	\$23.08	and	\$7.48 per thousand
Availability Charge	Rate 3	\$125.00	and	\$7.48 per thousand

**\*This institution is an equal opportunity provider and employer. \***