

## **Welcome to Heber Springs**

The Heber Springs Water and Sewer Utility is providing this information to help you, as a customer, understand our billing procedures and help answer some often asked questions.

The Utility operates out of revenues provided by the water and sewer rates. It does not receive any local, state, or Federal tax monies. It is managed by a general manager under a three person Commission appointed by the Heber Springs City Council.

### **PLUMBING INSPECTIONS**

***All plumbing (major repairs, additions, and new construction) must be inspected by a licensed inspector of the Arkansas Department of Health.***

### **DEPOSITS**

A deposit is required on each meter receiving service (\$75.00 for residential customers and \$75.00 for normal usage commercial users, high usage commercial users such as Restaurants, Motels and Laundries have a deposit which equals the sum of 3 months water charges). This deposit is required under City Ordinance and is retained as long as the customer has service. The customer does not receive any interest earned on the meter deposit, any interest earned is used in operations and maintenance to help keep the water and sewer rates as reasonable as possible. If a customer moves within our service area, the deposit may be transferred to the new location if it is equal to the amount of the current deposit requirements. When service is terminated, a final statement is prepared to include the reading at the time the service was terminated and the deposit is applied to this billing. This statement and a check for the remainder of the deposit, if any, is sent to the customer at their forwarding address.

### **BILLING**

**Statements are sent out monthly on the last business day of the month and payment is due by the 10th.** Under city ordinance, a penalty of 10% is charged after the 10th. In an effort to be fair to all customers, we do not penalize payments received by mail that are postmarked on or before the 10th. If the 10th falls on the weekend, you have the following Monday to pay without penalty. **Please bring your complete statement when paying by cash so we can stamp your portion "paid". If you don't have your statement and want to pay your bill, please come inside our office.** We offer 'Bank Drafts' as a convenience to our customers whose financial institute accepts them; this is especially helpful for those who travel frequently. If you are interested in bank drafting, we have authorization forms for you to complete and return to us with your voided check. You will still receive a monthly statement so you know how much will be drafted. The drafts are deposited the first business day after the third of each month and clear each bank depending on their location. We also accept advance payments on accounts.

### **ONLINE OR PAY BY PHONE**

Credit card, debit card, E-check and check by phone payments are accepted online or by phone through "Paymentus Corporation". To access online payments go to the Heber Springs Water and Wastewater web page [www.heberspringswater.com](http://www.heberspringswater.com) and click on 'Pay Your Bill online' or phone **1-888-439-0694** and follow the prompts. Paymentus charges a fee of \$2.95 for this service. **Note: Customers on shut off must make payment by 5 p.m. the day before shut off date to avoid disconnection.**

### **NIGHT DROP**

There is a night depository located on the North side of the Utility Office next to the Drive-up Window; we recommend payment by check or money order if it is used. Please note your account number on your check and include your remittance portion (the small part) of your statement.

### **GARBAGE PICK-UP** (Inside City Limits, only)

We bill and collect the Residential Garbage charges of \$15.00, which is mandatory, for the City. **If you have any questions/problems concerning Garbage Pick-up please contact the Sanitation Department at 362-5554 or the Mayor's Office at 362-3635 or go to:**

**[www.cityofhebersprings.com/residentialsanitation.html](http://www.cityofhebersprings.com/residentialsanitation.html)**.

***Ask them about their recycling program.***

### **RATES (RATE SHEET ATTACHED)**

Each meter is read every month to ascertain the water usage. Meters are read all month long but normally about the same time of the month. A "read date" is printed on the statement. The water charge is based on the actual usage each month. The sewer charge is based on your prior year's water usage (i.e. The 2012 sewer charges are based on the 2011 water usages, new customers start out at the minimum charge), and is figured each year before the January billing, and remains the same all year, unless a rate change makes it necessary to refigure during the year.

### **DELINQUENT ACCOUNTS**

Accounts that are not paid by the 10th are subject to disconnection. On the shut-off day, payment must be in **cash**. After a service is disconnected for non-payment, payment in full plus a reconnect fee must be made in **cash** before service is returned. A reconnection fee of \$30.00 is charged to turn the service back on during normal work hours (8 a.m. to 5 p.m. Weekdays). An "after-hours" reconnection fee of \$50.00 is charged to turn service back on anytime before or after normal work hours. **Someone must be present for service to be turned on.**

### **STATEMENT OF SERVICE**

The Heber Springs Water and Sewer Utility strives to provide the best possible service but does not guarantee uninterrupted water and/or sewer service. There may be service interruptions due to power outages, scheduled maintenance, breaks in mains, equipment failures, and other acts of nature beyond our control. It is not usually possible to provide prior notice of service interruptions. The Utility does pledge that, when service is interrupted, our crews will be out working to restore service to you, our valued customer, at anytime day or night.

The Utility's meter box (concrete box), meter, shut-off valve, and all piping inside the box are the property of the Utility. **Only Utility employees should turn the service on and/or off using the Utility's shut-off valve.**

An agreed upon time is set for new service turn on, for which there is no service charge. **The normal turn on charge will be accessed if a second trip is required. A service charge of \$15.00 during the normal work hours, \$50.00 after hours, is accessed for turning a service off and back on for repairs.**

The meter box must remain accessible to the Utility's personnel for the purpose of monthly meter reading and necessary maintenance. Please do not plant flowers, shrubs, trees or do any other landscaping that would impede our access.

The Utility maintains 6 inch and larger sewer lines from manhole to manhole. Any lines 4 inches or smaller are considered private service lines and are not maintained by the Utility.

Emergency service is available at all hours by dialing **362-3422** or contacting the Police Department at **362-8291**. Cleburne County has a **CODE RED** system for weather alerts, etc. You can sign up by going to **[www.cleburnecountyar.com](http://www.cleburnecountyar.com)** then click on *code red weather warning* or by calling (501)362-2911.

### Auto Read Meters

Customers can go online to [www.heberspringswater.com](http://www.heberspringswater.com) for information to set up an account on EYEONWATER. This will enable you to view your water usage online or on your smart phone. The readings update daily and you can also set it up to e-mail or text you if you have continuous usage for 24 hours. **Please do not drive or mow over your meter box.**

### Customer Service Information

Leaking toilets are the most common cause of high water bills. Nine out of ten complaints that water utilities receive about high water bills can be traced to leaking toilets. People tend to repair drippy faucets because the drips are visible and annoying. Whereas, it's easier to overlook the leaking toilet.

There are a number of signs that a toilet needs some repairs, but many toilets leak without conspicuous indications of trouble. Here are some of the obvious signs of a leaking toilet: If you have to jiggle the handle to make a toilet stop running. Any sounds coming from a toilet that is not being used are sure signs of leaks. If you have to hold the handle down to allow the tank to empty. If you see water running over the top of the overflow, you definitely have a leaking refill valve. If you are unsure whether or not water is running over the top of the overflow pipe; sprinkle talcum powder on top of the water in the tank, and you can clearly see whether or not it is. If you can see water trickling down the sides of the toilet bowl long after it's been flushed; if water drips out of the refill tube into the overflow pipe; if a toilet turns the water on for 15 seconds or so without you touching the handle (otherwise known as the phantom flusher).

### The Dye Test

However, even if your toilet doesn't have any of these symptoms, it's still possible that it is leaking. These leaks are known as **SILENT LEAKS**, because they usually go undetected. There is an easy test you can do that will positively tell you whether or not your toilet is leaking. There is a second test that tells you what part inside the tank is responsible and needs fixing.

Remove the cover on the toilet tank and carefully set it aside so it can't be accidentally knocked over and cracked. Remove any "in-tank" bowl cleaners that color the water and begin the test with clear water in the tank as well as in the bowl. You'll need some dye. We recommend food coloring, instant coffee or powdered fruit drink mix (especially grape). Put enough dye in the tank water to give the water a deep color. Wait 30 minutes and make sure nobody uses the toilet. In 30 minutes if you find any of the dyed water is now in the toilet bowl—your toilet is leaking. A properly operating toilet will store water in the tank indefinitely without any water running into the bowl. Some think that water is supposed to be running in the toilet bowl to help keep it clean and others think leaking toilets result in water on the floor.

Water on the floor around a toilet is certainly a problem. It can be dripping off a sweaty toilet tank during humid weather; it can mean the wax sealing ring under the bowl has disintegrated, or the bowl is cracked; or it can mean the connections under the tank are leaking.

So for now, let's say you've done the dye test and found your toilet is leaking, you now have to find out which part is the culprit ... the flush valve or the refill valve. And there's another simple little test that points to the perpetrator of the crime.

Draw a pencil line on the back wall of the tank on the inside of the tank at the water line. Then turn the water supply off, either under the tank or at the main shutoff ~ ~ wait 20 to 30 minutes. If the water level remains at the pencil mark ~ ~ the leak is occurring at the **REFILL VALVE**, the unit in the left side of the tank. If the water level falls below the pencil mark ~ ~ the leak is in the **FLUSH VALVE**, the unit located in the center of the tank.

Remember to thoroughly clean both the tank and the bowl as soon as you finish the dye test. We hope this information will help you with any toilet problems that you may have.