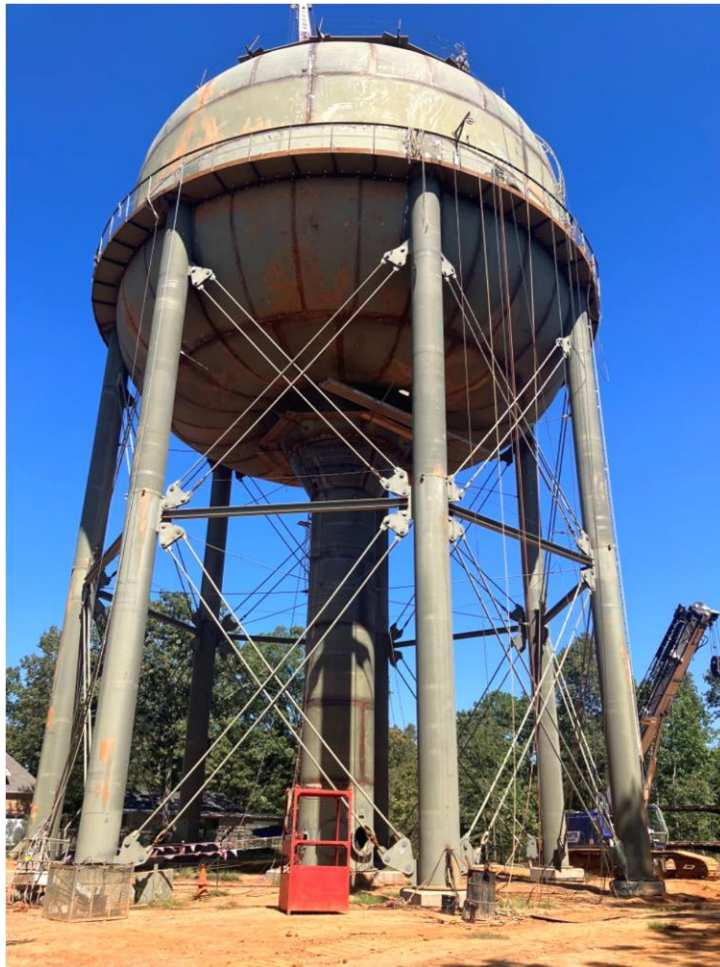


**EAST END WATER IMPROVEMENT DISTRICT #1**  
20621 Arch Street, Little Rock, AR 72206  
(501) 888-6030/Website: [www.eastendwater.com](http://www.eastendwater.com)

# **OPERATIONS, POLICIES, AND** **PROCEDURES MANUAL**

September, 2022

**Volume 1, Edition 1**



## **EAST END WATER BOARD MEMBERS**

Stan Cunningham, Chairman  
James Banks, Commissioner  
Abner Garner, Commissioner

Kim Cupples, Manager  
Keith Cates, Manager  
Vernon J. Williams, P.E., Engineer of Record

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## PURPOSE OF THIS MANUAL

At East End Water Improvement District #1, we are committed to providing safe, high quality water services to our community, while maintaining a standard of excellence in customer service and environmental conservation.

The purpose of this manual is to provide information concerning the acceptable practices and procedures of the East End Water Improvement District #1 (East End Water District #1) as they relate to customers, developers, contractors and engineers. These practices and procedures have been prescribed and adopted by the Board of Directors at its discretion as they have been deemed essential or convenient for the conduction of business and affairs of the East End Water District #1.

In this manual you will find the East End Water District #1 Customer Service Policy, Developer Policy, Contractor Policy, Engineer Policy, Forms, Details and Specifications. These documents have been included to detail the necessary procedures, minimum water specifications, and construction details that must be followed. While this manual is intended to be comprehensive, it may not cover all aspects of the whole East End Water District #1, and policies and procedures may need to be revised on a case-by-case basis as deemed necessary by the East End Water District #1.

Furthermore, we recognize that some changes or revisions may be necessary prior to the publication of the next edition of this manual. Any recommended changes should be communicated to the East End Water District #1 Manager for approval by the Board. Final revisions will be communicated through letters, memos, or listed on our website at [www.eastendwater.com](http://www.eastendwater.com).

The East End Water District #1 Board is the sole interpreter of the policies and procedures outlined in this manual. The decision of the East End Water District #1 Board will be final on any dispute of the intent of these policies and procedures.

At East End Water District #1, we look forward to working with you to enhance our water system for the benefit of the environment and all customers served within the Community of East End. Should you have questions or desire an explanation on the revisions as stated in this manual, please call our office at (501) 888-6030.



Kim Cupples, Business Manager  
September 22, 2022

## CONTACT INFORMATION

### East End Water Improvement District #1

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## CERTIFICATE OF ENGINEERING RESPONSIBLE CHARGE

This is to certify that I have supervised the preparation of the following document:

**EAST END WATER IMPROVEMENT DISTRICT #1  
OPERATIONS, POLICIES, AND PROCEDURES MANUAL  
SEPTEMBER 22, 2022**

In the process of creating this document, I reviewed all specifications, details, and drawings. I was granted the authority to make any necessary and appropriate changes to bring this document into compliance with generally accepted standards for the design and construction of water lines and their appurtenances. To the best of my knowledge, I have fulfilled all of the requirements for having responsible charge of this document.

Vernon J. Williams, P.E.  
GarNat Engineering, LLC  
September 22, 2022



# CUSTOMER SERVICE POLICY

## 3.1 General

- A. This is a customer service policy fact sheet and is not intended to provide detailed plans and specifications for all aspects of water line construction as required by the East End Water Improvement District #1 (East End Water District #1). Detailed specifications are not included with this document due to their proneness to frequent change. Likewise, this document is dynamic and subject to change as deemed necessary by the East End Water District #1. A more detailed Policy document may be prepared and various Detailed Specifications and Detailed Standard Drawings may be available from the East End Water District #1 if needed or desired.
- B. All materials and construction methods shall meet or exceed the Recommended Standards for Water Facilities (Ten State Standards), latest revision and the minimum requirements of the Arkansas Department of Health (ADH). The Ten State Standard is also used as a guideline by the East End Water District #1. As required by state law, all project plans and specifications must be designed, signed, and stamped by a Professional Engineer registered in the State of Arkansas. The East End Water District #1 reserves the right to have all materials and construction methods conform to our applicable specifications and standards before the work will be accepted.
  - a. The Water line Extension Procedure and Details of the East End Water District #1 shall become a supplement to the Specifications of any Project designed by any Registered Engineer for an Architectural or Engineering Firm if said project is to be accepted by the East End Water District #1.
- C. Certain standard and typical details are included in this document and shall be considered as the minimum acceptable for materials, work, and construction techniques allowed for projects to be accepted by the East End Water District #1. If any project includes work that is not covered by this document, contact East End Water District #1 to verify the appropriate specifications, standards, and practices.

## 3.2 Water Service Line Application

- A. General: each separate property, lot, tract, residence, business, and/or industry served must have a main water line adjacent to the property and be serviced by a single/individual service line (unless it is determined by the East End Water District #1 to allow an additional service tap.) Multiple residences, businesses, and/or industries may not connect to a single water service line. An Owner/Developer that builds more than one Apartment, etc. on a single lot, or tract of property may connect the units to a 6" or 8" service line, so long as it

meets the City and State Codes. This line will be owned and maintained by the Owner. No Developer may purchase a tract of property and subdivide it into individual lots without providing a water main adjacent to each lot.

- B. Applicants: Applicants for water service shall apply at the East End Water District #1 Billing Office with Billing Information and Customer Service Agreement found in Appendix A. Applicants are also required to:
- 1) Be 18 years or older.
  - 2) Provide two forms of identification acceptable to East End Water District #1.
  - 3) Have complete mailing address (present and permanent) available.
  - 4) Pay connection fees and meters fees prior to tying to new service.
  - 5) Pay any related delinquent customer accounts at new or previous locations.
- C. Fees: All applicable fees will be charged as follows:
- 1) Meter Fee
    - i. Meter Only installed in existing setter – East End Water Improvement District #1’s purchase price plus \$70.00 meter setting fee.
    - ii. New Meter Setting – East End Water Improvement District #1’s purchase price plus \$70.00 meter setting fee.
  - 2) Capital Improvement Fee - \$325.00 per meter
  - 3) Meter Deposit - \$50.00 per meter
  - 4) Rental Meter Deposit - \$100.00 per meter
  - 5) Commercial Deposit - \$200.00
  - 6) Service/Trip Charge - \$35.00 per trip
  - 7) County Road Bore Permit - \$20.00 per location
  - 8) Road Bore - \$425.00 per location
  - 9) Plumbing Permit - \$50.00
  - 10) Plumbing Inspection Fees:
    - i. Pre-slab - \$75.00 per trip
    - ii. Rough in/Stack Out - \$75.00 per trip
    - iii. Final - \$75.00 per trip
    - iv. Service Line - \$75.00 per trip
  - 11) All fees are subject to change without notice.
- D. Licensed Master Plumber: The plumbing permit must be purchased by a Licensed Master Plumber who carries a current license from the Arkansas State Board of Health, ADH Division of Plumbing and Natural Gas Section under the following conditions:



- 1) If the property owner plans to sell, rent or lease the residential or business site, or;
  - 2) If the property owner will be living at the new service connection site, but does not plan to construct or install their own plumbing.
  - 3) The property owner may purchase the plumbing permit, if that owner plans to construct and install his own plumbing.
- E. Meter deposits are paid when applying for new service. The meter deposit may be refunded if the final bill is paid in full. For meter deposits that exceed the final bill, the balance from the deposit will be refunded to the forwarding address provided.
- F. Delinquent Accounts: No customer can be served with water at a new or previous location if they have a delinquent account at the time they apply for a new service. As soon as the delinquent account and any penalties have been paid, the new application can be accepted.
- G. Road borings: East End Water District #1 is not allowed to cut any county road or state highway to provide service connections. Only road borings will be approved.
- 1) Road boring fees are required to be paid when applying for the new service.
  - 2) For county road bores, the applicant will be charged an additional charge per bore in accordance with Saline County Ordinance #77-12.
  - 3) For state highway bores, the applicant will be charged based on the service line size and bore that is required. East End Water District #1 will be required to apply for and receive approval of a utility permit through the District 6 Permit Officer of the Arkansas Department of Transportation (ARDOT). Any associated costs with the utility permit will be the responsibility of the applicant.

### **3.3 Water Service Billing**

- A. Water Rates: The customer is responsible for any and all water that goes through their water meter. All charges can be found on our web page <https://www.eastendwater.com/rates-and-policies>.
- B. Water bills are issued monthly and are due upon receipt. The due date is the 15<sup>th</sup> of the following billing month (*Example: October usage bill is due November 15<sup>th</sup>*). Failure to pay water charges by the due date will deem the account delinquent and shall result in automatic imposition of penalties.
- C. The Customer shall be responsible for the timely payment of each monthly bill whether it is actually received or not. If a water bill has not been received by the 5th day of any month, the Customer should call the East End Water District #1

Office at (501) 888-6030, and request a replacement bill and the current amount due so the bill can be paid in a timely manner.

D. Bill Payment: The East End Water District #1 offers a wide variety of convenient payment options and accepts cash, check, money order, debit card, or Visa, MasterCard, or Discover credit cards.

- 1) Online Bill Payment: On the East End Water District #1 website, <https://www.eastendwater.com/bill-payment>, click the green “Pay Your Bill Now”. Account number, phone number, and credit card are required to complete the transaction.
- 2) Payment by Phone: Call (844) 281-6084 and have account number, phone number, and credit card are required to complete the transaction.
- 3) Payment by Mail: Mail check or money order with payment coupon to the address below. To avoid late fees, payment should be mailed at least five to seven business days before the due date specified on the bill.

East End Water Improvement District 1  
20621 Arch St.  
Little Rock, AR 72206

- 4) Automatic Bank Draft: Complete the Automatic Bank Draft Authorization Form (see Forms Section) and mail with a voided check to the East End Water District #1. The monthly bill is automatically deducted from the designated bank account on the 5<sup>th</sup> of every month and credited to your utility account.
- 5) Payment Drop-Off: Payment can be accepted at the East End Water District #1 Office drive through. To avoid longer wait times, note that Mondays, Fridays, and the first day after holidays are typically busier.
- 6) Payment through Financial Institution Online Bill Pay: The East End Water District #1 accepts payment through financial institutions online bill payment where available. The customer may be charged a fee by the financial institution for this service. To avoid late fees, payment should be set up at least seven business days before the due date specified on the bill.

E. Penalties: Penalties for failure to pay are as follows:

- 1) On the 16<sup>th</sup> day of the month following billing, ten (10) percent of the delinquent account shall be imposed. (*Example: October usage bill incurs a late fee on November 16<sup>th</sup>*). This percent may be changed at the Board of Director’s discretion.

- 2) On the 15<sup>th</sup> day of the following month, the water shall be shut off from the member's property without any notice thereof to such delinquent member. (*Example: An unpaid October usage bill will result in water shut off on December 15<sup>th</sup>*). East End Water District #1 employees are not responsible for reporting to the customer's door at the time of disconnection.
- 3) Members shall be entitled to resumption of water service after delinquent payment and reconnection charge are paid in full.
- 4) For water service that has been capped off, the member must pay the fee to re-set the meter before service can be restored.
- 5) Any member who tampers or causes damage to East End Water District #1 meters or equipment will be charged a tampering fee along with the cost of the repair.
- 6) Imposition of such penalties may be suspended by the manager of the East End Water District #1 in his or her sole and unrestricted discretion upon member showing extreme hardship or emergency situation.

F. Non-Sufficient Checks: Non-sufficient checks or any checks returned to East End Water District #1 by the bank shall be treated as nonpayment on the account and deem the account delinquent.

- 1) A \$25.00 service charge will be applied to the delinquent account due to the non-sufficient funds. This charge will be added to the amount of the delinquent bill and any other service charges that apply.
- 2) Meters are subject to be disconnected immediately upon receipt of an insufficient check. East End Water District #1 employees are not responsible for reporting to the customer's door at the time of disconnection.
- 3) Should East End Water District #1 receive two (2) non-sufficient checks returned within a six (6) month period, East End Water District #1 will no longer accept checks from that customer. The delinquent account shall only be paid at the East End Water District #1 office during business hours and only by cash, money order, debit card, or credit card.

G. Meter Reconnection Fees: When a meter is pulled due to failure of the customer to pay a bill, reconnection fees will be charged as follows:

- 1) \$ 70.00 is charged during regular business hours of East End Water District #1.
- 2) \$105.00 is after business hours or on holidays.
- 3) The delinquent bill must be paid with the reconnection fee before water service is restored.

- 4) Reconnection hours will be between 7:00 am to 8:00 pm
- H. Service Calls: East End Water District #1 employees will respond to service calls from the customer. Service charges will be charged as follows:
- 1) \$ 35.00 is charged during regular business hours of East End Water District #1.
  - 2) \$ 70.00 is charged after business hours or on holidays.
- I. Final Water Service Bill: Upon notification by the Customer to discontinue service, East End Water District #1 will prepare and send the Customer a final bill.
- 1) The Customer should pay the final bill within five (5) days from the date it is mailed by East End Water District #1.
  - 2) If the Customer should fail to make such final payment in a timely manner, the Customer's deposit shall be applied against the final bill and service shall be discontinued at any new account opened by the Customer until the deposit has been restored to the required amount.
  - 3) Deposits, provided such deposit is not "moved" to another account at the request of the Customer, shall be refunded to Customer by mail sixty days after the closing of an account; except, refunds for less than \$1.00. Customer will have to come to the East End Water District #1 Office within sixty days of closing the account to pick up the refund or the remaining deposit shall become the property of East End Water District #1.

### **3.4 Water Service Customer Responsibilities**

- A. Upon activation of service, the customer agrees to allow East End Water District #1 and its authorized agents the right to access, at any reasonable hours, to the premises supplied with water for the purpose of reading meters, examining pipes and fixtures observing manner of using water, and for any other purpose which is proper and necessary in the conduct of East End Water District #1's business. Such agents shall carry proper credentials evidencing their employment by East End Water District #1. The customer shall be present at the time of activation.
- B. The customer is responsible for any and all water that goes through their water meter. Furthermore, the customer agrees the water supplied through the East End Water District #1 mains and service lines at the address shall be used only on the premises in accordance with the law.
- C. The customer is also responsible for all water lines from the meter box to the customer's home. Any repairs or maintenance to this portion of the water service is the responsibility of the owner. A Licensed Master Plumber shall be used for repairs and maintenance.

- D. Customers will continue to receive water services and will be responsible for associated fees until the Customer notifies East End Water District #1 Office of Customer's desire to have such service discontinued or until cancelled by East End Water District #1.
- E. Customers shall notify the East End Water District #1 Office for assistance to turn off water to make repairs. Before service can be restored, the customer must have or install a shut off valve within five (5) feet of the meter.
- F. Customers shall make certain that the water meters and/or equipment is readily accessible to East End Water District #1 employees and their agents, and that no barriers, animals or obstructions prevent access.
- G. Customers may request meters be moved a more readily accessible location; however, the customer shall pay the cost to move the meter.
- H. No customer shall open or close any of East End Water District #1's curb stops or valves on any public or private water line. This is in accordance with the state law on meter tampering (A.C.A. § 16-7-121 – Utilities Tampering).
- I. In the event a customer, a family member, person hired by the customer, employee, or guest of the Customer breaks a meter box, water meter, or any adapters, connecting said box and meter, the customer will have to pay for all damages caused by any of the listed parties.
- J. For the customer's protection, water should be turned off at the shut off valve when the customer is away from the property for an extended period of time.
- K. Customers cannot transfer existing service connections from one property to another including but not limited to meter box, service line and tap.
- L. The customer shall not sell or allow water to be taken through the meter servicing the approved address for use on any other premises.
- M. The customer shall pay all costs, including reasonable attorney's fees, incurred by East End Water District #1 through its efforts to collect any delinquent charge or account and/or enforce the policies and procedures outlined in this manual.
- N. If a customer witnesses theft of water service, the customer shall report it to the East End Water District #1. Theft of water service is punishable by law, can result in property damage or personal injury, and contributes to higher utility rates.

### **3.5 Water Service East End Water Improvement District #1 Responsibilities**

- A. Water service shall only be turned on by an agent of East End Water District #1. A licensed plumber may request to turn on a water service after East End Water District #1 approved inspection of the service, to enable him to test his work, and provided it shall be turned off immediately after the test is made.
- B. East End Water District #1 employees have the right to inspect the Customer's plumbing for cross connections and other hazards. If hazards as defined by East End Water District #1 or the ADH are present, customer will be required to protect the service with the appropriate cross connection device.
- C. As necessity may arise in the case of a pipe break, emergency or other similar cause, East End Water District #1 shall have the right temporarily to cut off the water supply in order to make necessary repairs, connections, etc.
  - 1) East End Water District #1 shall use all reasonable and practicable measures to notify the customer, in advance, of such discontinuance of service.
  - 2) East End Water District #1 shall not be liable for any damage or inconvenience suffered by the customer, or for any claim for interruption in service, lessening of supply, inadequate pressure, poor quality of water, or any other cause.
  - 3) East End Water District #1 may restrict or regulate the quantity of water used by customers in case of scarcity or whenever the public welfare may require it.
- D. Meter Replacement: East End Water District #1 will replace a meter at the customer's request.
  - 1) If the meter is deemed defective, the meter will be replaced at no cost to the customer.
  - 2) If the meter is not defective, the customer will be charged for a service call.
  - 3) \$ 35.00 is charged for a service call during regular business hours of East End Water District #1.
  - 4) \$ 70.00 is charged for a service call after business hours or on holidays.
- E. Service Calls: Customers may contact the East End Water District #1 office for services including but not limited to meter sets for new service, pulls for discontinuance of service, resets due to non-payment pulls, etc.
  - 1) East End Water District #1 employees shall provide same business day service for any service calls made before 12:00 noon.

- 2) For any service calls made after 12:00 noon, East End Water District #1 employees shall provide next business day service. Weekends and holidays are not considered business days.
  - 3) East End Water District #1 employees are not responsible for reporting to the customer's door during any type of service call.
- F. Board of Directors Meetings:
- 1) East End Water District #1 Board Meetings are held on the third (3<sup>rd</sup>) Tuesday of each month at 9:00 AM at the East End Water District #1 Office.
  - 2) Changes to the Board Meeting schedule will be posted on our website <https://www.eastendwater.com>.
  - 3) The deadline for submitting agenda items for the Board Meeting is ten (10) days prior to the meeting date.
  - 4) Contact the Manager at the East End Water District #1 Office to submit the agenda item.

### **3.6 Meter Reading**

- A. Customer should make them self's familiar with the meter location. East End Water District #1 representative will assist customer in finding meter during regular working hours at no charge when time allows. Service charges may apply after hours. Customer with cellular meter capability can look up meter readings on line or contact East End Water District #1 for further instruction.
- B. Keep in mind that you might be checking your meter on a date different from the one used for billing. This could result in a difference in the amount you find, compared with the amount on which your bill is based. However, if your reading is considerably higher than what is on your bill, check for a leak or try to determine the source of large water use. If your reading is significantly lower than the reading on your bill, please contact us and let us assist you in determining the problem.

### **3.7 Water Leak Adjustment Policy**

- A. East End Water District #1 will investigate a customer's high usage and check for a leak. If the leak is observed, the customer will be notified.
- B. The customer shall repair leaks promptly and may request an adjustment to a bill prior to the due date of the bill with the high usage.
- C. The customer's usage shall be at least one hundred percent (100%) above normal usage (determined by meter readings) before a leak adjustment can be considered.

- D. The customer shall provide documentation such as receipts for plumbing work or materials or a written report of corrective action.
- E. East End Water District #1 must verify that the leak has been eliminated. If this requires more than one trip, additional trip fees will be charged. The trip fee will be a service charge of \$35.00.
- F. A leakage adjustment is usually made on the basis of two (2) months usage, as an undetectable leak will overlap two (2) billing periods. However, the adjustment may be made for only one (1) month if there is negligence in making the leakage repair.
- G. The customer's normal usage is determined by averaging the prior two (2) months; or usage for the same month of the prior year during the summer period. If the customer has no prior usage history, the normal usage will be determined from average customer usage for the customer classification, (i.e. commercial, residential). The adjustment shall be made for half the leakage amount above the normal usage. *(Example: Normal usage is 5,000 gallons. Total usage with leakage is 25,000 gallons. The leakage amount is 20,000 gallons. The adjustment shall be made for half or 10,000 gallons. The customer shall pay for the adjusted usage of 15,000 gallons (5,000 gallons normal usage plus half of the leak which is 10,000 gallons).* Adjustments will be made to water volume charges.
- H. Only one (1) leak adjustment shall be made for a customer in a 12 month period.

### **3.8 Damage Prevention Policy**

- A. East End Water District #1 participates in the Arkansas One Call System.
- B. Excavators are encouraged to visit [www.arkonecall.com](http://www.arkonecall.com) to learn about their responsibilities as an excavator, which include:

Prior to excavation

- 1) Marking excavation locations with white paint, chalk or flags prior to calling.
- 2) Give notice to the Arkansas One-Call Call Center (dial 811) at least two, but not more than 10, working days before starting the work.
- 3) Provide accurate and specific information concerning the site and the extent or scope of the work.
- 4) Provide where on the site the work will take place.

Once a reference or ticket number is created for a job

- 1) Call in a new locate request if additional areas outside the scope of the original ticket need to be marked.



- 2) Renew a locate request if work does not start within 10 working days.
  - 3) Renew a locate request anytime markings are no longer visible and work is continuing.
  - 4) Renew a locate request if work will continue past 20 working days.
  - 5) Use an excavation method approved by the East End Water District #1 owner or hand dig within 18 inches either side of the pipe (safe zone)
  - 6) Notify the utility owner immediately if damage occurs. If the damage permits the escape of hazardous gas or liquid, the police and fire departments must also be immediately notified.
  - 7) Establish and maintain communication and coordination on projects that are delayed or lengthy until the project is completed.
- C. When the Arkansas One Call System issues a locate ticket, the East End Water District #1 will locate its infrastructure within two working days for a standard ticket or within two hours for an emergency ticket.
- D. Damages to the East End Water District #1's infrastructure caused by the failure of excavators to exercise reasonable care in protecting them are the financial responsibility of the excavator. East End Water District #1 will seek reasonable compensation for such damages.

### **3.9 Relocation of Water Infrastructure**

- A. From time to time, the relocation of East End Water District #1's infrastructure may be necessary to accommodate the needs of others. As with any work on its infrastructure, East End Water District #1 must be contacted during the planning stages of the relocation. Preliminary approval for any proposed water line relocation must be granted by the Managers and Board of Directors of the East End Water District #1.
- B. Relocations will be subject to the same design, water service application, plan submission, construction review fee, easement, permit, licensing, inspection, testing, and bonding requirements as new construction. See the Developer Policy for more information.

### **3.10 Demolition Policy**

- A. When a structure is demolished, it is the responsibility of the property owner to contact East End Water District #1 to coordinate the proper demolition of the water service.
- B. East End Water shall be notified 48 hours in advance of the work, so they may inspect the demolition of the service and photograph the completed project. Inspection work shall take place during regular business hours.

## DEVELOPER POLICY

### 4.1 General

- A. This is a developer policy fact sheet and is not intended to provide detailed plans and specifications for all aspects of water line construction as required by the East End Water Improvement District #1 (East End Water Improvement District #1). Detailed specifications are not included with this document due to their proneness to frequent change. Likewise, this document is dynamic and subject to change as deemed necessary by the East End Water Improvement District #1. A more detailed Policy document may be prepared and various Detailed Specifications and Detailed Standard Drawings may be available from the East End Water Improvement District #1 if needed or desired.
  
- B. All materials and construction methods shall meet or exceed the Ten State Standards, the American Water Works Association (AWWA) and the minimum requirements of the Arkansas Department of Health (ADH). The Ten State Standard is also used as a guideline by the East End Water Improvement District #1. As required by state law, all project plans and specifications must be designed, signed, and stamped by a Professional Engineer registered in the State of Arkansas. The East End Water Improvement District #1 requires all materials and construction methods conform to our applicable specifications and standards before the work will be accepted. East End Water Improvement District #1 representative shall inspect all new installation to insure it meets East End Water Improvement District #1 requirements.
  
- C. This Developer Policy and Details of the East End Water Improvement District #1 shall become a supplement to the Specifications of any Project designed by any Registered Engineer or Engineering Firm if said project is to be accepted by the East End Water Improvement District #1. The most stringent specifications shall be used.
  
- D. Certain standard and typical details are included in this document and shall be considered as the minimum acceptable for materials, work, and construction techniques allowed for projects to be accepted by the East End Water Improvement District #1. If any project includes work that is not covered by this document, contact East End Water Improvement District #1 to verify the appropriate specifications, standards, and practices.
  
- E. All line extensions must be approved by the Board of Directors in accordance with policies and procedures for Distribution Facility Extension. Any questions concerning line extensions should be directed to the Manager of the East End Water Improvement District #1.

## 4.2 Submission of Development Design Plans and Specifications

- A. Preliminary approval for any proposed water line extensions, facilities or modifications must be granted by the Manager of the East End Water Improvement District #1 and/or the Engineer of Record. The Developer is responsible for providing an Engineer's design plan for the improvements.
- B. Prior to development of design plans and specifications, the Developer must contact the Engineer of Record with the general scope of the project. A vicinity map shall be sufficient to indicate the Developer's intentions.
- C. The Engineer of Record will conduct a study and make recommendations to the East End Water Improvement District #1 Manager and the Developer on the requirements to connect into East End Water Improvement District #1's water system. Approval at this phase of the project does not constitute automatic final approval of any water service improvement.
- D. The Developer has the option to use the East End Water Improvement District #1 Engineer of Record or hire an engineer approved by East End Water Improvement District #1 to develop CONSTRUCTION PLANS AND SPECIFICATIONS.
- E. The proposed detailed CONSTRUCTION PLAN AND SPECIFICATIONS shall conform to the East End Water Improvement District #1's latest standards. All projects shall use the STANDARD DETAILS and SPECIFICATIONS as published by the East End Water Improvement District #1. As required by state law, all construction plans and specifications must be designed, signed, and stamped by a Professional Engineer registered in the State of Arkansas. East End Water Improvement District #1 shall require a letter of concurrence from the Engineer of Record to the ADH before any development is approved. Developer or Engineering firm will be responsible for all charges from Engineer of Record and East End Water Improvement District #1 review. One complete set of the proposed Construction Plan in pdf format is sufficient for the preliminary review.
- F. The CONSTRUCTION PLANS shall show the location of existing overhead and underground utility lines, existing water and sewer lines and the proposed water improvements according to the best information presented and available.
- G. Developers shall submit to East End Water Improvement District #1 design calculations for all proposed water improvements in accordance with generally accepted engineering practices and as specified in this Policy. Needed Fire Flow calculations shall be submitted to East End Water Improvement District #1 for Commercial Buildings in accordance with the Arkansas Fire Prevention Code.
- H. For subdivision developments, the Developer shall submit proof the subdivision has been approved by the Saline County Planning Commission.
- I. For any new service, the Owner/Developer must supply proof that an approval permit (perc test) for construction of a sewage system has been issued by the ADH. The only exclusion will be if a sewage system is already in existence.

- J. Review fees are due at the time of submittal. Review fees are as follows:
  - a) Minimum \$1,000.00.
  - b) \$1,000.00 for each additional project phase.
- K. East End Water Improvement District #1 requires a minimum 30 day review of proposed water line extensions from the submission date of a preliminary design to determine impacts on existing water infrastructure and improvements needed.
- L. After review by the East End Water Improvement District #1, corrections and adjustments to the PLAN and SPECIFICATIONS as detailed and/or directed by the East End Water Improvement District #1 shall be resubmitted by the Developer.
- M. Upon preliminary approval by East End Water Improvement District #1, CONSTRUCTION PLANS and SPECIFICATIONS will be submitted to the ADH for review and approval. Preliminary approval does not constitute automatic final approval of any water service improvement.
- N. Final written approval of CONSTRUCTION PLANS and SPECIFICATIONS must be made by the East End Water Improvement District #1 and the ADH, Engineering Section, before construction of the project can commence.

### **4.3 Easements and Permits**

- A. Before construction can begin, signed RIGHT-OF-WAY EASEMENTS shall be obtained by the Owner/Developer for all portions of the project located on or across private property and shall be recorded with the County Clerk.
- B. PERMITS shall be obtained from the applicable department and/or agency for all portions of the project located on or across public property (i.e. streets, highways, parks, utility easements, etc.).
- C. EASEMENTS and PERMITS shall provide East End Water Improvement District #1 with free ingress, egress and access for the installation, maintenance, operation, repair and replacement of water facilities.
- D. Any work on Arkansas Department of Transportation (ARDOT) right-of-way requires a permit and compliance with the ARDOT's Utility Accommodation Policy. The Developer and his contractor will strictly comply with all ARDOT requirements. The ARDOT's Utility Accommodation Policy does not allow the Developer to directly secure ARDOT Utility Permits. Instead, ARDOT policy requires that all ARDOT Utility Permits for East End Water Improvement District #1 projects be acquired and bonded by the East End Water Improvement District #1. The Developer will be responsible for coordinating with the ARDOT, filling out all permit forms for execution, and submission to ARDOT by East End Water Improvement District #1. The Developer will be financially responsible for all costs associated with the ARDOT permit and of any East End Water Improvement District #1 bonds forfeited due to his or his contractor's failure to comply with the ARDOT Utility Accommodation Policy.

- E. EASEMENTS and PERMITS shall be of sufficient width and on terms satisfactory to East End Water Improvement District #1, in East End Water Improvement District #1's sole and absolute discretion. Therefore, these shall be submitted to the East End Water Improvement District #1 for review and approval prior to start of construction. Pump stations shall be located on property deeded to East End Water Improvement District #1.
- F. Developer shall not build and shall not permit to be built, at any time hereafter, any structure on, in or over any easement conveyed to East End Water Improvement District #1.

#### **4.4 Requirements to Extend Water Service**

- A. All new development of any kind shall be required to extend water services to that development at the Owner/Developer's expense. Water lines shall be extended to each property to be served by East End Water Improvement District #1 water. This includes all new developments, infill projects, and lot splits. Water service shall include providing adequate domestic water flows as well as fire protection with hydrants spaced in accordance with the local and state fire codes.
- B. Water service lines shall extend perpendicular to the water main and extended to the property being served where an appropriately sized water meter will be installed.
- C. Water service lines are not permitted to cross adjoining property (except crossing a public street, alley, or private roadway) to connect to East End Water Improvement District #1 water mains.
- D. On subdivision or large scale development water systems, water lines shall be extended through all the development to the property line so that future development(s) can tie on without disrupting the service to or property of any existing customers or owners. Dead end lines shall be avoided whenever possible.
- E. All water lines with dead ends shall be installed with an upstream valve, one full joint of ductile iron pipe with a mechanical joint (MJ) restraining gland in concrete anchor collar, a MJ tapped plug, and a blow off assembly. The seat of the MJ restraining gland on the ductile iron pipe shall face the valve.
- F. Developments shall tie to the existing water system at a minimum of two locations to maintain water quality and maintain water service in the event of a water line break in the immediately vicinity, unless deemed impractical by the East End Water Improvement District #1. An inline valve shall be installed on the existing water line between the two points of connection if one is not currently installed. Water line extensions shall be required off the development to loop with the existing water distribution system. Construction of such extensions shall be at the expense of the Developer.
- G. Each residence shall have a separate water service line from the water main and in no case be interconnected with the plumbing system of another residence.

- H. Service line pipe shall be rated for a minimum pressure of 200 psi and comply with Section 605.3 Water Service Pipe of the Arkansas State Plumbing Code.
- I. The Developer is responsible for providing meter boxes. Meter boxes shall conform to East End Water Improvement District #1 construction specifications.  $\frac{3}{4}$ " x 3" brass nipples and a  $\frac{3}{4}$ " gate or ball valve are required at each meter box. Refer to Diagram A in the Appendix.
- J. Meters shall be set at convenient locations accessible to East End Water Improvement District #1. Meter boxes shall be placed at customer's property line.
- K. Meter setters shall be 5" to 7" below meter box lid.
- L. The Developer is also responsible for providing a pressure regulator, backflow preventer, and 2- shut off valves in the service line from the meter to the residence. The shut off valve must be in a box within five (5') feet of the meter and five (5') from building.
- M. All such service lines shall be placed at least two feet below the surface of the ground.
- N. No service lines shall be laid in the same trench with sewer pipe.

#### **4.5 Water Meters**

- A. All water meters will be furnished by and remain property of East End Water Improvement District #1.
- B. The Developer's cost for the meter shall be East End Water Improvement District #1's purchase price plus the meter setting fee. Meter cost is subject to change.
- C. The Developer will be required to make a \$2500 deposit per meter refundable upon meter's return.
- D. Impact fees for capital improvement shall be \$325 per meter.

#### **4.6 Fire Hydrants**

- A. Maximum spacing between two consecutive fire hydrants is 1,000 feet subject to final approval.
- B. The minimum line size requirement shall be six inches.
- C. Fire hydrants shall be free of obstructions for a minimum of a 3-foot radius from the center of the fire hydrant. Fire hydrants shall be placed outside of all fences.
- D. Contractors must apply for fire hydrant water service at the East End Water Improvement District #1 and must use the fire hydrant meter provided.
- E. Closing a fire hydrant or water valve too rapidly will generate a pressure surge that can exceed the bursting pressure of water pipe as well as stir up dirty water.

East End Water Improvement District #1 will seek restitution for all repair cost from closing a fire hydrant or water valve too rapidly.

- F. For any additional information about the procedure for obtaining a fire hydrant meter, and/or its proper operation, contact the East End Water Improvement District #1.
- G. Water from fire hydrants or other fire-fighting facilities shall only be used for fire-fighting purposes.
- H. All fire protection systems shall have a demarcation valve at East End Water Improvement District #1 connection. The fire system shall be required to show an approved water sample from the ADH before the demarcation valve will be turned on. Upstream of the demarcation valve is public and the responsibility of East End Water Improvement District #1. Downstream of the demarcation valve is private and the responsibility of the Developer or Owner.

#### **4.7 Utility Coordination**

- A. It is the responsibility of the Owner or his authorized representative to coordinate with and get approval from the various UTILITIES. Further, it is the responsibility of the Owner to get authorization to encroach upon any other utilities' easement(s) and secure such recorded encroachment as a requirement for dedication of the water and/or sewer lines and system.
- B. It is the responsibility of the owner or his authorized representative to comply with the “Arkansas Underground Facilities Damage Prevention Act”.
- C. It is the responsibility of the Owner or his authorized representative to contact the Arkansas One-Call Center to locate utilities within the project area. Visit [www.arkonecall.com](http://www.arkonecall.com) or dial 811.
- D. Developer is responsible for any ARDOT or Saline County permit costs.

#### **4.8 Joining East End Water Improvement District #1**

- A. Owners/Developers may join East End Water Improvement District #1 under the following conditions:
  - a) The property must be contingent to East End Water Improvement District #1 boundaries;
  - b) If the property is in another water district, it must be released by its adjoining water district; and
  - c) Any properties in between the subject property and existing East End Water Improvement District #1 boundary must join.

- B. The Owner/Developer shall contact East End Water Improvement District #1's Attorney to complete the process.
- C. The East End Water Improvement District #1's attorney will generate a legal description.
- D. East End Water Improvement District #1 will assign a value to the improvement(s).
- E. The Owner/Developer is responsible for all associated fees.



## CONTRACTOR POLICY

### 5.1 General

- A. This is a contractor policy fact sheet and is not intended to provide detailed plans and specifications for all aspects of water line construction as required by the East End Water Improvement District #1 (East End Water Improvement District #1). Detailed specifications are not included with this document due to their proneness to frequent change. Likewise, this document is dynamic and subject to change as deemed necessary by the East End Water Improvement District #1. A more detailed Policy document may be prepared and various Detailed Specifications and Detailed Standard Drawings may be available from the East End Water Improvement District #1 if needed or desired.
  
- B. All materials and construction methods shall meet or exceed the Ten State Standards and the minimum requirements of the Arkansas Department of Health (ADH). The Ten State Standard is also used as a guideline by the East End Water Improvement District #1. As required by state law, all project plans and specifications must be designed, signed, and stamped by a Professional Engineer registered in the State of Arkansas. The East End Water Improvement District #1 reserves the right to have all materials and construction methods conform to our applicable specifications and standards before the work will be accepted.
  
- C. Certain standard and typical details are included in this document and shall be considered as the minimum acceptable for materials, work, and construction techniques allowed for projects to be accepted by the East End Water Improvement District #1. If any project includes work that is not covered by this document, contact East End Water Improvement District #1 to verify the appropriate specifications, standards, and practices.
  
- D. Contractors shall hold a current certificate of license in one of the following:
  - 1) Municipal & Utility Construction (MU) classification with the Arkansas Contractors Licensing Board;
  - 2) Contractor is responsible for having a (Competent Person). One who is capable of identifying existing and predictable hazards in the surroundings, or working conditions which are unsanitary, hazardous, or dangerous to employees, and who has authorization to take prompt corrective measures to eliminate them.
  
- E. Contractors must have Proof of Liability Insurance of \$2,000,000.

## **5.2 Construction Surveys and Layouts**

- A. The Developer shall furnish all boundary surveys and establish all base lines for locating the principal component parts of the Work together with a suitable number of bench marks adjacent to the Work.
- B. The layout and staking of the construction work shall be by trained and qualified survey personnel licensed to do such work and shall occur under the supervision of the Engineer. Construction layout shall consist of staking (physical monuments) necessary to determine alignment and elevations to properly construct the proposed facilities.
- C. The Contractor shall develop and make all detail surveys as needed for construction.
- D. The Contractor shall preserve property corners, pins and markers. In the event any property corners, pins, or markers are removed by the Contractor, such property points shall be replaced at the Contractor's expense and shall be re-set by trained and qualified survey personnel licensed to do such work. In the event such points are section corners or Federal land corners, they shall be referenced and filed with the appropriate authority.

## **5.3 Performance and Payment Bonds**

- A. For contracts over \$20,000, a Performance Bond and Payment Bond each in the amount of 100 percent (100%) of the Contract Price, with a corporate surety approved by the Owner, will be required for the faithful performance of the Contract. Attorneys-in-fact who sign Bid Bonds, Payment Bonds or Performance Bonds must file with each Bond a certified and effective dated copy of their power of attorney.
- B. All applicable laws, ordinances, and the rules and regulations of all authorities having jurisdiction over construction of the Project shall apply to the Contract throughout.
- C. Any work by the contractor on county or state right of way that requires a bond against East End Water Improvement District #1 will be billed to the contractor at the rate set by the county or state.

## **5.4 Public Service Responsibilities**

- A. Property Owners: The Contractor shall notify all property owners in the immediate vicinity of the construction area that may be affected by the construction activities a minimum of 24-hours before starting work in that area. The notification shall include a description of the work, work hours, and a 24-hour contact name and number for the contractor.

- B. Existing Utilities: It is the responsibility of the Contractor or his authorized representative to contact the Arkansas One-Call Center to locate utilities within the project area. Visit [www.arkonecall.com](http://www.arkonecall.com) or dial 811. Where existing utilities and service lines are encountered, notify the owner thereof at least 48 hours (not including weekends and/or holidays) in advance of performing any work in the vicinity.
- C. Contractors must make every reasonable effort to protect public and private utilities and property. Public and private utilities shall be protected, moved, or braced as required by that utility. The Contractor shall be responsible for damages to a public or private utility that may occur as the result of the construction and shall notified the affected party immediately.

## **5.5 Construction Requirements**

- A. The Contractor shall give all notices and comply with all laws, ordinances, rules and regulations bearing on the conduct of the Work as drawn and specified and as required by any public body having jurisdiction.
- B. The Contractor will pay all Federal, State, and local sales, consumer, use and other similar taxes required by the laws of the place where the Work is being performed.
- C. Permits and licenses of a temporary nature necessary for the prosecution of the Work shall be secured and paid for by the Contractor. Permits, licenses and easements for permanent structures or permanent changes in existing facilities shall be secured and paid for by the Developer.
- D. The Contractor will supervise and direct the Work. He will be solely responsible for the means, methods, techniques, sequences and procedures of construction. The Contractor shall be present on the site at all times as required to perform adequate supervision and coordination of the Work.
- E. The Contractor will be responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the Work.
- F. Whenever work is adjacent to or within avenues of traffic, Contractor shall be responsible for the complete and safe maintenance and control of traffic through the project area. Contractor shall keep traffic disruption to a minimum.
- G. Minimum erosion control measures are required for all projects. It is the responsibility of the Contractor to comply with the Arkansas Department of Environmental Quality (ADEQ) requirements.
  - 1) If the Work disturbs less than 1 acre, a stormwater permit is not required. However, the Contractor is required to follow the best management practices for erosion control.

- 2) If the Work disturbs more than 1 acre, a stormwater permit is required. The Contractor will pay all stormwater permit fees. The Contractor will be responsible for coordinating the preparation of a stormwater pollution prevention plan for the Work for East End Water Improvement District #1's review and approval. Contractor will be responsible for complying with all aspects of the approved stormwater pollution prevention plan.
  - 3) If the East End Water Improvement District #1 is fined due to the Contractor's actions or inability to comply with these stormwater regulations, the Contractor will be responsible for reimbursing the East End Water Improvement District #1 for those fines and any reasonable costs associated with responding to the ADEQ and the Environmental Protection Agency.
- H. The Contractor will give the East End Water Improvement District #1 prompt written notice of any significant changes in the Work or deviations from the Contract Documents, and a Change Order shall thereupon be issued covering the changes and deviations involved.
- I. All items such as fences, mailboxes, shrubbery, trees, culverts, lawns, sidewalks, sewers, and etc. which have been disturbed by Contractor's operations will be restored to original condition and usefulness in a timely manner.

## **5.6 Shop Drawing Submittals**

- A. The Contractor shall provide all shop drawings in pdf format as may be necessary for the prosecution of the Work as required by the Contract Documents. The East End Water Improvement District #1 shall promptly review all shop drawings.
- B. When submitted for review, shop drawings shall bear the Contractor's certification that he has reviewed, checked, and approved the shop drawings and that they are in conformance with the requirements of the Contract Documents.
- C. Portions of the Work requiring a shop drawing or sample submission shall not begin until the shop drawing or submission has been approved by the East End Water Improvement District #1. A copy of each approved shop drawing and each approved sample shall be kept in good order by the Contractor at the site and shall be available to the East End Water Improvement District #1.

## **5.7 Materials Submittals**

- A. East End Water Improvement District #1 must approve all materials prior to installation.
- B. Submittals for East End Water Improvement District #1's review shall be in pdf format.

- C. The East End Water Improvement District #1 representative will review and approve the materials submittals. Legible scanned copies will be provided for review. East End Water Improvement District #1 reserves the right to make corrections as necessary to ensure compliance with these specifications.
- D. Submit the manufacturer's certificate that the products/materials meets the Specification requirements including material testing requirements.
- E. Construction procedures other than those outlined in these specifications shall be submitted for review and approval by East End Water Improvement District #1.
- F. Allow up to of two (2) weeks for material submittal review.

## **5.8 Inspection, Observation and Testing**

- A. Comprehensive construction observation services shall be provided by the Engineer.
- B. The East End Water Improvement District #1 and its representatives will, at all times, have access to the Work. In addition, authorized representatives of any agents of any participating Federal, State or local agency shall be permitted to inspect all Work, materials, payrolls, records of personnel, invoices of materials, and other relevant data and records.
- C. Only authorized personnel from East End Water Improvement District #1 are permitted to operate valves on the existing water system. Under no circumstance shall the Contractor operate any valve on the existing water system.
- D. All field tests required for a project shall be witnessed by East End Water Improvement District #1 in the presence of the Engineer or his authorized representative and the Contractor.
- E. East End Water Improvement District #1 requires a 24 hour working day notice on all tests. Calls to East End Water Improvement District #1 for the purpose of setting test times shall be made by no later than 12:00 PM for test on the following work day.
- F. Inspections will be conducted during regular business hours. No inspections will be conducted on weekends or holidays.
- G. Tests delayed by weather or other factors will be rescheduled on the same basis. If a test cannot be reasonably scheduled so that a representative of East End Water Improvement District #1 can be present, the Engineer will witness the test and certify to East End Water Improvement District #1 the results.
- H. In no case shall a test be made without the presence of the Engineer's representative and the Contractor. It is the responsibility of the Engineer and/or

the Contractor to coordinate the scheduling of tests with East End Water Improvement District #1 and with the other parties involved.

- I. All equipment, materials, and labor required for testing shall be furnished by the Contractor at his expense.
- J. Generally, no Contractor or Engineer involvement is required in the taking of samples for the Bac-T test except that the Contractor is responsible for the proper flushing of the line prior to samples being taken by East End Water Improvement District #1. However, East End Water Improvement District #1 may require the presence of the Contractor or Engineer when questions have been raised as to the methodology or techniques used in the sampling process.
- K. Bac-T samples are sent to the ADH for testing. Results are available on-line at the ADH website <https://www.healthy.arkansas.gov/programs-services/topics/bacti-test-results>.
- L. Lines failing the Bac-T tests shall be re-sampled as soon as practicable. If a line fails two (2) consecutive Bac-T tests, the line must be re-chlorinated before Bac-T samples can be taken again. East End Water Improvement District #1 shall not be responsible for rescheduling Bac-T tests.
- M. The fire hydrant test shall consist of checking the operation of the fire hydrant valve and flowing the fire hydrant. This test will be performed jointly by Contractor and East End Water Improvement District #1 forces. This test will be done after the pressure test has been completed. The fire hydrant valve shall be left in the open position during the test and after the test is completed.
- N. A WATER LINE EXTENSION CHECK OFF LIST will be maintained by the East End Water Improvement District #1 through the duration of the project to track the progress of the project. A copy of Check Off List is included in the Forms of this document.
- O. Contractor's obligation to perform and complete the Work in accordance with the Contract Documents shall be absolute. None of the following will constitute an acceptance of Work that is not in accordance with the Contract Documents:
  - 1) Observations by East End Water Improvement District #1 or its representative.
  - 2) Approval of pay request or any progress or final payment.
  - 3) Issuance of a certificate of Substantial Completion.
  - 4) Use of the Work or any part thereof by the East End Water Improvement District #1.
  - 5) Any acceptance by East End Water Improvement District #1 or any failure to do so.
  - 6) Any review and approval of shop drawings or sample submittal.

- 7) Any inspection, test or approval by others.
  - 8) Any correction of defective Work by Owner.
  - 9) Owner/Contractor Final Affidavit.
- P. When the entire project is ready to serve its intended purpose, the Contractor shall notify East End Water Improvement District #1 to schedule an inspection for substantial completion. East End Water Improvement District #1 and the Contractor will jointly inspect the project to determine substantial completion. At that inspection, East End Water Improvement District #1 will develop a punch list and submit it to the Contractor.
- Q. Once the substantial completion punch list is complete, the Contractor shall notify East End Water Improvement District #1 and schedule a Final Inspection.
- R. After completion of the construction phase, the following items shall be submitted by the Owner/Developer to the East End Water Improvement District #1 for its review and approval:
- 1) Testing results
  - 2) CERTIFICATE OF CONFORMANCE certifying proper construction of the project
  - 3) Final plats, easements and permits, required for construction
  - 4) Record Drawings (As-Built Plans). The minimum requirements include:
    - i. "as-built" or "record drawing" boldly printed on each sheet with the as constructed date
    - ii. stamped by a professional engineer registered in the State of Arkansas
    - iii. submitted in hard copy, .dwg electronic format, and .pdf electronic format.
    - iv. .dwg established in the Arkansas State Plane Coordinate System horizontal datum
    - v. All fire hydrants, valves, and meters shown in .dwg and located in Arkansas State Plane Coordinate System horizontal datum

## **5.9 Inspection Fees**

The contract is responsible for any and all inspection labor cost accrued by East End Water Improvement District #1 personnel. Minimum inspection fee is \$500.00.

## **5.10 Final Acceptance by East End Water Improvement District #1**

East End Water Improvement District #1 will be deemed to have accepted water lines and appurtenances for ownership upon completion of the following:

- A. Acceptable physical site Final Inspection by the following:
  - 1) A representative of East End Water Improvement District #1
  - 2) A representative of the Engineer of Record
  - 3) The Engineer
  - 4) The Contractor
- B. Acceptable walk-through by the East End Water Improvement District #1 Inspector for location, grade, and condition of water meter settings
- C. Record Drawings (As-Built Plans with XY&Z points files) are received by East End Water Improvement District #1
- D. Contractor furnished statement of estimated water quantity used during construction, testing, flushing and final acceptance.
- E. The Engineer shall provide to East End Water Improvement District #1 a letter stamped by the contractor's Professional Engineer stating that the design and construction of the water improvements met the minimum requirements of these Specifications including certification that the project was constructed in accordance with the engineering plans and specifications as approved by the ADH. This stamped letter will also contain documentation of any special conditions or additions to these Specifications for the specific project.
- F. Letter of Final Acceptance is provided by East End Water Improvement District #1 to the Engineer.
- G. No water meter shall be set until all final acceptance requirements are met and the line is accepted by East End Water Improvement District #1.

## **5.11 Maintenance Bond**

Once East End Water Improvement District #1 accepts the project for ownership, the Owner shall be responsible for the provision to East End Water Improvement District #1 of a two (2) year maintenance bond for 50 percent of the construction cost of water lines, which shall cover defects in materials and workmanship. A walk-through shall be performed at the end of the two year period and all deficiencies corrected prior to release of the bond. East End Water Improvement District #1 maintenance shall begin after expiration of the two (2) year Maintenance Bond. A cost estimate will be provided by the contractor's Professional Engineer to substantiate bond amount.



## ENGINEER POLICY

### 6.1 General

- A. This is a policy fact sheet for the developer's engineer and is not intended to provide detailed plans and specifications for all aspects of water line construction as required by the East End Water Improvement District #1 (East End Water Improvement District #1). Detailed specifications are not included with this document due to their proneness to frequent change. Likewise, this document is dynamic and subject to change as deemed necessary by the East End Water Improvement District #1. A more detailed Policy document may be prepared and various Detailed Specifications and Detailed Standard Drawings may be available from the East End Water Improvement District #1 if needed or desired.
  
- B. All materials and construction methods shall meet or exceed the Ten State Standards, the American Water Works Association (AWWA) and the minimum requirements of the Arkansas Department of Health (ADH). The Ten State Standard is also used as a guideline by the East End Water Improvement District #1. As required by state law, all project plans and specifications must be designed, signed, and stamped by a Professional Engineer registered in the State of Arkansas. The East End Water Improvement District #1 reserves the right to have all materials and construction methods conform to our applicable specifications and standards before the work will be accepted.
  
- C. The Developer's Engineer is required to be a registered professional engineer in the State of Arkansas.
  
- D. Certain standard and typical details are included in this document and shall be considered as the minimum acceptable for materials, work, and construction techniques allowed for projects to be accepted by the East End Water Improvement District #1. If any project includes work that is not covered by this document, contact East End Water Improvement District #1 to verify the appropriate specifications, standards, and practices.
  
- E. All line extensions must be approved by the Board of Directors in accordance with policies and procedures for Distribution Facility Extension. Any questions concerning line extensions should be directed to the Managers of the East End Water Improvement District #1.

## 6.2 Submission of Development Design Plans and Specifications

- A. Preliminary approval for any proposed water line extensions, facilities or modifications must be granted by the East End Water Improvement District #1 Board. The Developer is responsible for providing an Engineer's design plan for the improvements.
- B. Prior to development of design plans and specifications, the Developer must contact the Engineer of Record with the general scope of the project. A vicinity map shall be sufficient to indicate the Developer's intentions.
- C. The Engineer of Record will conduct a study and make recommendations to the East End Water Improvement District #1 Manager and the Developer on the requirements to connect into East End Water Improvement District #1's water system. Approval at this phase of the project does not constitute automatic final approval of any water service improvement.
- D. The proposed detailed CONSTRUCTION PLAN AND SPECIFICATIONS shall conform to the East End Water Improvement District #1's latest standards. At the discretion of the East End Water Improvement District #1, small projects may use the STANDARD DETAILS and SPECIFICATIONS as published by the East End Water Improvement District #1. Large projects may require submittal of DETAILED SPECIFICATIONS prepared by the project's Engineer. As required by state law, all construction plans and specifications must be designed, signed, and stamped by a Professional Engineer registered in the State of Arkansas. One complete set of the proposed Construction Plan is sufficient for the preliminary review.
- E. The CONSTRUCTION PLANS shall show the location of existing overhead and underground utility lines, existing water and sewer lines and the proposed water improvements according to the best information presented and available.
- F. Developers shall submit to East End Water Improvement District #1 design calculations for all proposed water improvements in accordance with generally accepted engineering practices and as specified in this Policy. Needed Fire Flow calculations shall be submitted to East End Water Improvement District #1 for Commercial Buildings in accordance with the Arkansas Fire Prevention Code.
- G. For subdivision developments, the Developer shall submit proof the subdivision has been approved by the Saline County Planning Commission.
- H. For any new service, the Owner/Developer must supply proof that an approval permit (perc test) for construction of a sewage system has been issued by the ADH. The only exclusion will be if a sewage system is already in existence.
- I. Review fees are due at the time of submittal. Review fees are as follows:
  - a) Minimum \$500.00
  - b) \$500.00 for each additional phase
  - c) Subdivision: \$500.00 + \$20.00 per lot per phase

- J. After review by the East End Water Improvement District #1, corrections and adjustments to the PLAN and SPECIFICATIONS as detailed and/or directed by the East End Water Improvement District #1 shall be resubmitted by the Developer.
- K. Upon preliminary approval by East End Water Improvement District #1, CONSTRUCTION PLANS and SPECIFICATIONS will be submitted to the ADH for review and approval. Preliminary approval does not constitute automatic final approval of any water service improvement.
- L. Final written approval of CONSTRUCTION PLANS and SPECIFICATIONS must be made by the East End Water Improvement District #1 and the ADH, Engineering Section, before construction of the project can commence.

### **6.3 Requirements to Extend Water Service**

- A. All new development of any kind shall include design to extend water services to that development. Water lines shall be extended to each property to be served by East End Water Improvement District #1 water. This includes all new developments, infill projects, and lot splits. Water service shall include providing adequate domestic water flows as well as fire protection with hydrants spaced in accordance with the local and state fire codes.
- B. Water service lines shall extend perpendicular to the water main and extended to the property being served where an appropriately sized water meter will be installed.
- C. Water service lines are not permitted to cross adjoining property (except crossing a public street, alley, or private roadway) to connect to East End East End Water Improvement District #1's water mains.
- D. On subdivision or large scale development water systems, water lines shall be extended through all the development to the property line so that future development(s) can tie on without disrupting the service to or property of any existing customers or owners. Dead end lines shall be avoided whenever possible.
- E. All water lines with dead ends shall be installed with an upstream valve, one full joint of ductile iron pipe with a MJ restraining gland in concrete anchor collar, a MJ tapped plug and a blow off assembly. The seat of the MJ restraining gland on the ductile iron pipe shall face the valve.
- F. Developments shall tie to the existing water system at a minimum of two locations to maintain water quality and maintain water service in the event of a water line break in the immediately vicinity. An inline valve shall be installed on the existing water line between the two points of connection if one is not currently installed. Water line extensions shall be required off the development to loop with the existing water distribution system. Construction of such extensions shall be at the expense of the Developer.

- G. Each residence shall have a separate water service line from the water main and in no case be interconnected with the plumbing system of another residence.
- H. The design shall provide for complete meter settings minus a meter for all lots or structures.
- I. Meters shall be set at convenient locations accessible to the East End Water Improvement District #1. Meter boxes shall normally be placed between the curb and a customer's property line.
- J. All such service lines shall be placed at least two feet below the surface of the ground.
- K. No service lines shall be laid in the same trench with sewer pipe.

#### **6.4 Utility Coordination**

- A. It is the responsibility of the Owner or his authorized representative to coordinate with and get approval from the various UTILITIES, including other Departments of the City. Further, it is the responsibility of the Owner to get authorization to encroach upon any other utilities' easement(s) and secure such recorded encroachment as a requirement for dedication of the water and/or sewer lines and system.
- B. It is the responsibility of the owner or his authorized representative to comply with the "Arkansas Underground Facilities Damage Prevention Act".

#### **6.5 Inspection Requirements**

Refer to Contract Policy Section 5.8 Inspection, Observation and Testing.

#### **6.6 Record Drawing Requirements**

Refer to Record Drawings in the Appendix of this document.

# FORMS

INFORMATION SHEET  
CUSTOMER AGREEMENT  
EAST END WATER IMPROVEMENT DISTRICT #1  
20621 ARCH ST., LITTLE ROCK, AR 72206

Date \_\_\_\_\_ Time of Day \_\_\_\_\_ Received By \_\_\_\_\_

Name \_\_\_\_\_

Meter Address Location \_\_\_\_\_

Mailing Address \_\_\_\_\_

Buyer \_\_\_\_\_ Renter \_\_\_\_\_ Previous Water User \_\_\_\_\_

Telephone Number Home \_\_\_\_\_ Work \_\_\_\_\_

Place of Employment \_\_\_\_\_

New Connection \_\_\_\_\_ 5/8" meter \_\_\_\_\_ 1" meter \_\_\_\_\_

Legal Description (deed or purchase agreement) \_\_\_\_\_

Lot # \_\_\_\_\_ Subdivision \_\_\_\_\_

Plumbing Inspection Paid \_\_\_\_\_ Permit # \_\_\_\_\_

Sewage Disposal Permit Received - Date \_\_\_\_\_

Remarks or comments \_\_\_\_\_

Type of Road \_\_\_\_\_ Water Line Location to Road & Property \_\_\_\_\_

\_\_\_\_\_ Road Bore \_\_\_\_\_

Type of Payment - Check \_\_\_\_\_ Cash \_\_\_\_\_ Money Order \_\_\_\_\_

Your meter will be set on or before \_\_\_\_\_ 2000

Date Connection made \_\_\_\_\_ Date Meter Set \_\_\_\_\_ One Call Called \_\_\_\_\_

Meter # \_\_\_\_\_ Meter Reading \_\_\_\_\_

I, the undersigned, do hereby acknowledge that the foregoing information is true to the best of my knowledge I, the undersigned do hereby understand that I am liable for all water that goes through the meter set on my property from its beginning reading. If there is any damage caused by me, the undersigned, to the meter and/or box, I will be responsible in repairing it. I have received a copy of the East End Water rules and regulations and hereby agree to abide by them. I, the undersigned understand that all fees must be paid and all above information must be furnished before my connection will be made or my meter set.

ACCOUNT # \_\_\_\_\_

SIGNED: \_\_\_\_\_ DATE \_\_\_\_\_

PLEASE KEEP CUSTOMER COPY FOR YOUR RECORDS. THANK YOU.

## WUDB SYSTEM

The Water Users Data Base System allows water providers to track and monitor delinquent accounts on new applicants applying for water with a different company.

### Primary Applicant Info

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Street Address: \_\_\_\_\_ City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
SSN #: \_\_\_\_\_ DL #: \_\_\_\_\_

### Co-Applicant Info

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
SSN #: \_\_\_\_\_ DL #: \_\_\_\_\_

**BILLING INFORMATION**

East End Water Improvement District #1  
20621 Arch Street  
Little Rock, AR 72206

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

SS#: \_\_\_\_\_

Meter Deposit: \$100.00

DL#: \_\_\_\_\_

Service Charge: \$ 35.00

E-Mail Address: \_\_\_\_\_

**ACKNOWLEDGEMENT**

I, \_\_\_\_\_ have been given a copy of the rules and regulations for East End Water Improvement District #1 and will abide by all the rules stated. Furthermore, I confirm that the above billing information is correct

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

Date: \_\_\_\_\_



AUTOMATIC BANK DRAFT AUTHORIZATION FORM

East End Water Improvement District #1  
20621 Arch Street  
Little Rock, AR 72206

DATE: \_\_\_\_\_

Customer A/C Number (office Use): \_\_\_\_\_

Customer Name:

---

Customer's Bank Name:

---

Bank Routing Number:

---

Customers Checking Account Number:

---

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

Address: \_\_\_\_\_

City, State, Zip \_\_\_\_\_

PHONE #: \_\_\_\_\_

(A service charge will be made on accounts drafted with insufficient funds)

(BANK DRAFT'S ARE DONE ON THE 5<sup>TH</sup> OF EVERY MONTH)

**EXTENSION  
CHECK OFF LIST**

Project Title \_\_\_\_\_

Developer's Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, St, Zip: \_\_\_\_\_

Phone, Fax: \_\_\_\_\_

Website: \_\_\_\_\_

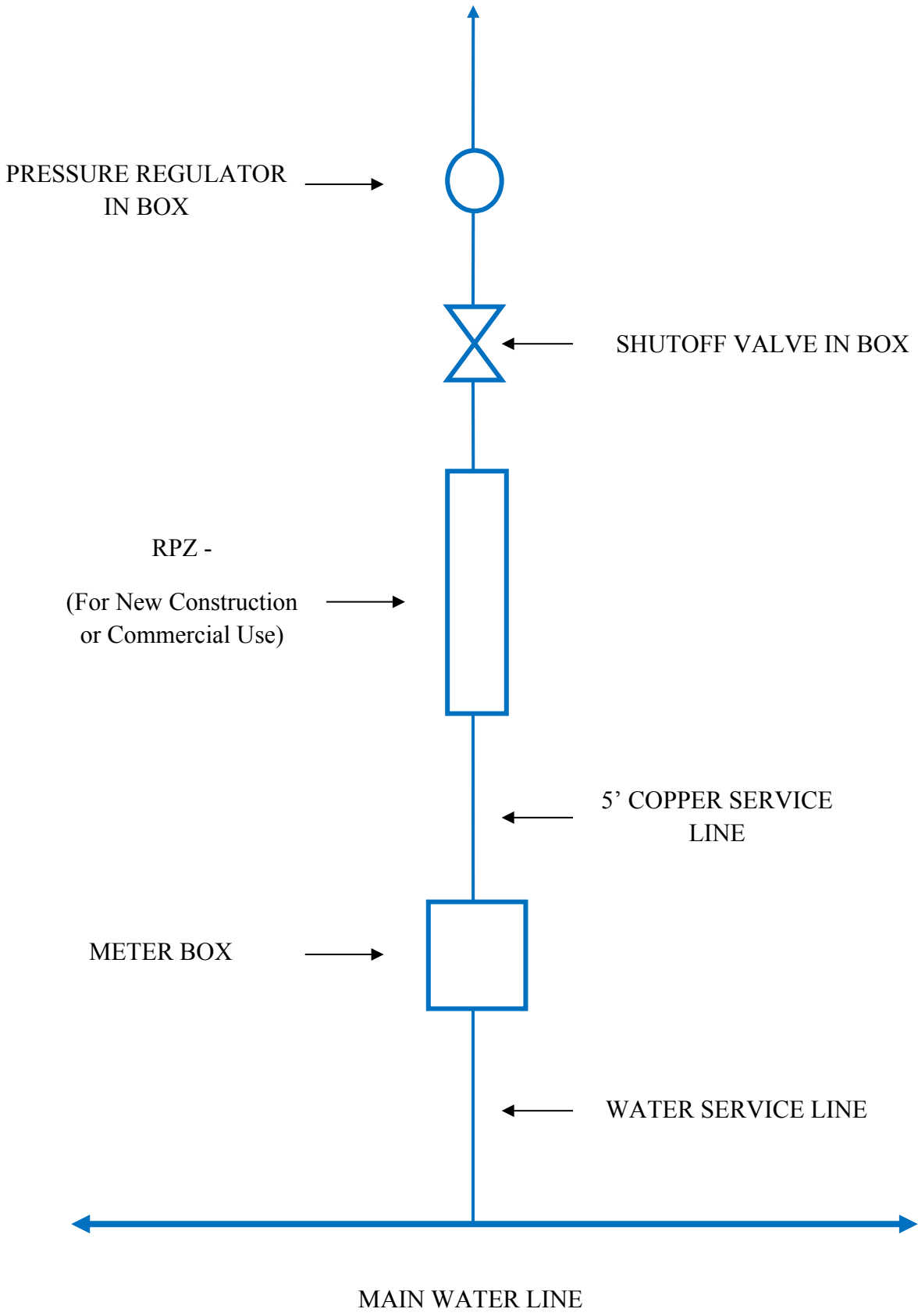
	<u>BY</u>	<u>DATE</u>
1. Preliminary Project Approval Given:	_____	_____
2. Construction Plans & Specs Received:	_____	_____
3. Construction Plans & Specs Approved:	_____	_____
4. R-O-W Easements Received/Approved:	_____	_____
5. Written Approval for Project Start:	_____	_____
6. Testing Completed & Accepted:	_____	_____
7. As-Built Plans Received & Approved:	_____	_____
8. R-O-W Easements Filed at Court House:	_____	_____
9. Certificate of Conformance Received:	_____	_____
10. Bill of Sale Received & Approved:	_____	_____
11. Maintenance Bond Received & Approved:	_____	_____
12. Project Final Inspection & Approval:	_____	_____
13. Written Approval Issued by Utility:	_____	_____
14. Project Accepted by Utility Commission:	_____	_____

## APPENDIX

### 8.1 GLOSSARY

- A. AWWA: American Water Works Association.
- B. Applicant: A person, firm or corporation who applies for water service.
- C. Backflow is a reversal of the flow of water from the normal direction. When backflow occurs, the water in your plumbing or irrigation system flows back through the meter and into the public water system's distribution pipes.
- D. A Backflow Prevention Device interrupts the connection between the public water supply and potential contamination sources, preventing the accidental contamination of your drinking water.
- E. Competent Person: One who is capable of identifying existing and predictable hazards in the surroundings, or working conditions which are unsanitary, hazardous, or dangerous to employees, and who has authorization to take prompt corrective measures to eliminate them.
- F. Contractor: A person, firm or corporation hired by a customer or developer to provide labor, materials, equipment and services needed to construct or rehabilitate buildings and/or raw land.
- G. Cross-connection is a DIRECT, INDIRECT, or POTENTIAL connection between the Water District's distribution system and another system of questionable quality.
- H. Customer: A person, firm or corporation who applies for or currently has water service with East End Water Improvement District #1. Customer's that have a master meter for multiple housing units will be billed the minimum charge for water for every unit.
- I. Developer: A person, firm or corporation who buys any type of building and/or raw land to construct or rehabilitate for the purpose of subdividing for sale, leasing or renting to third parties.
- J. Engineer: A person trained or skilled in the design, construction, and use of buildings, roads, utilities and related features. The engineer must be a licensed professional engineer in the State of Arkansas.
- K. Engineer of Record: The engineer hired by East End Water Improvement District #1 to review engineering submittals, design improvements, and/or make recommendations to EEW regarding changes to the water system.
- L. MJ – Mechanical Joint.
- M. Multiple Housing units: Apartments, Mobile home parks, Condominiums or Town-homes.
- N. Products: The materials, systems, and equipment provided by the Contractor.

- O. Project: The undertaking to be performed.
- P. Provide: Furnish and install, complete in place, operating, tested and approved.
- Q. Residence: A building or structure containing a room or rooms with a toilet, sink, and shower or tub facilities. Multiple residences may occupy one property.
- R. Subdivision: The legal dividing of a tract of land into two or more tracts, lots or parcels.
- S. A “Wholesale” customer is defined as any “commercial” customer who is party to a current water service agreement with East End Water Improvement District #1 designating such customer as a wholesale customer. Upon termination of such water service agreement, whether by act of law or in accordance with its terms, unless extended by mutual agreement of the parties or the execution of a new water service agreement, the wholesale customer shall cease being a wholesale customer and shall become a commercial customer.



## RECORD DRAWINGS

Upon completion of the project, the Engineer shall provide to East End Water District #1 for record purposes "as-built" or "record drawings". The submittal shall include one paper copy, one pdf, autocad drawings and point files. The minimum requirements include:

- A. Datum Requirements
  - a) Horizontal Datum: NAD83 (1986) Arkansas State Plane, North Zone, US foot (Grid System)
  - b) Horizontal Tolerance: +/- 0.10 feet
  
- B. Water drawings submitted as record ("as-built") drawings shall indicate the location where the water line was installed and have the following items surveyed during/after construction and shown on the drawings:
  - a) Fire hydrant, location and top operating nut elevation
  - b) Water valves, location
  - c) Water fittings, location
  - d) Water service saddle, location
  - e) Water service saddles used for testing, location
  - f) Water meters, location
  - g) Tapping sleeves, location
  - h) Any other pipe penetrations, location
  - i) Steel encasements, location
  - j) Details shall be provided for all vertical offset water lines, profile drawing
  
- C. Manufacturing data shall be collected for pipe, valves, and hydrants as follows:
  - a) Pipe
    - 1. Manufacturer
    - 2. Material: DI, PVC or other – specify.
    - 3. Diameter
    - 4. Production run code or lot code
    - 5. DR or Thickness class
    - 6. Pressure class
  
  - b) Valves
    - 1. 1000\_General\_Requirements - Final 12
    - 2. Manufacturer
    - 3. Model number
    - 4. Year manufactured
    - 5. Type (gate, butterfly, ball, etc.)
    - 6. Diameter
  
  - c) Hydrants
    - 1. Manufacturer
    - 2. Model number
    - 3. Year manufactured
    - 4. Depth of bury, including extensions

**CERTIFICATE OF CONFORMANCE**

The Undersigned, sponsor of the water project designated as

\_\_\_\_\_

In accordance with the policy adopted by the East End Water Improvement District #1, does hereby certify that the construction of the water facilities in said water project were completed in accordance with the approved plans and specification of the East End Water Improvement District #1 for said project; that the cost of said project was the total sum of \$ \_\_\_\_\_,

And that all bills and accounts for materials, labor and services have been paid in full.

Executed this \_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

\_\_\_\_\_  
(SIGNATURE)

\_\_\_\_\_  
(SIGNATURE)

A C K N O W L E D G M E N T

STATE OF ARKANSAS } SS

COUNTY OF \_\_\_\_\_ }

BE IT REMEMBERED, that on this day before the undersigned, a Notary Public, within and for the County and State aforesaid, duly commissioned and acting, to me well known as the Grantor(s) in the foregoing instrument, and acknowledged that they each had executed the same for the consideration and purposes therein mentioned and set forth.

WITNESS my hand and seal as such Notary Public this \_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

\_\_\_\_\_  
NOTARY PUBLIC

My commission expires: \_\_\_\_\_