East End Water Improvement District #1
Rules and Regulations for Customers

FEES

(1) All connection fees and meter fees are to be paid prior to the tie-on of a new service. The potential customer (member) must have their complete mailing address (present and permanent) available before any fees or deposit will be accepted. (if applicable)

(a) Tie on Fee (connection fee) 5/8" meter $1810.00 -- 1" meter $2130.00 (Rev 10/20/23)

5/8" meter only $425.00 (rev. May 2025

Meter Set Fee $70.00

Amount of Tie-on fee may increase up to 10% every January 1st to cover material cost (May 2019)

(b) Capital Improvement Fee for each new meter set $325.00, South Springlake $1000.00

(c) Meter Deposit $100.00

(d) Rental Meter Deposit $100.00

(e) Commercial Deposit $200.00

(f) Service Charge/Trip Charge $35.00

(g) County Road Bore Permit $20.00

(h) Road Bore $700.00 (rev. 6/23/23)

(i) Road Cut $425.00

(j) Plumbing Permit $50.00

1. $75.00 per trip for pre slab inspection
2. $75.00 per trip for rough in or stack out inspection
3. $75.00 per trip for final inspection
4. $75.00 service line inspection

All fees are subject to change without notice.

(1) The plumbing permit may be purchased by the owner if he plans to construct, install his own plumbing and live in the structure. However, the permit must be purchased by a licensed plumber if the owner plans to sell, rent, or lease the residential or business site. The Licensed Master Plumber must also purchase the permit if the owner will be living at the new service connection site but doesn't plan to construct or install their own plumbing. The Licensed Master Plumber must carry a current license from the Arkansas State Board of Health, Arkansas Department of Health Division of Plumbing and Natural Gas Section.

(2) Meter sets for a new service will be $35.00 for each trip made to set or attempt to set a meter.

(3) 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 new service. They can be serviced as soon as the delinquent account and any penalties have been paid.

(4) Meter Deposits are paid when applying for new service. The meter deposit may be refunded if the final bill is paid in full or if the final bill is less than the meter deposit, and then the balance will be refunded if we have a forwarding address.

(5) All new service connections that require boring under a county road will be charged an additional $700.00 for road bore (Saline County Ordinance #77-12). We are not allowed to cut any county roads. New service connections that require boring under a state highway, the charge will depend on the size line and bore that is required. These fees are to be paid when applying for new service. Check prices for all bores, because they are subject to change.

(6) Customers are not to fence in the meter boxes. If the meter box becomes fenced in, there will be a $200.00 charge to the customer to move the meter box outside the fence.

(7) When a meter is pulled due to the failure of the customer to pay a bill, there will be a $70.00 meter reconnect fee charged to have water service restored during business hours of the employees. There will be an additional charge of $35.00 making the meter reconnect fee charged to have water service restored after business hours of the employees or holidays $105.00. The delinquent bill must be paid with the reconnect fee before service will be restored.

(8) A $35.00 service charge is charged to a customer for any service call, regardless of the purpose, if it is the fault of the customer who placed the call. An additional $35.00 service charge is added if the call requires work after normal business hours of the employee or holidays.

(9) The Water District will replace a meter if the meter is defective at no cost to the customer. However, if the meter is not defective, there will be a $35.00 service charge fee for service calls made to a customer's home to replace a meter at a customer's request. An additional $35.00 service charge fee will be added if the call requires work to be done after normal business hours.

(10) Non-sufficient checks or any checks returned to the office of the Water District by the bank will be treated as nonpayment on an account and cause the account to be delinquent. When a customer has had two (2) non-sufficient checks returned within a six (6) month period the office of the Water District will no longer accept checks from the customer. The Delinquent account will have to then be paid with cash, money order, debit or credit card only and will have to be paid during business hours. Meters are subject to be disconnected immediately upon receipt of an insufficient check. There will be a $25.00 service charge on all checks returned to the Water District by the bank due to non-sufficient funds. This charge will be added to the amount of the delinquent bill and any other service charges that apply.

BILLING

1. The customer is responsible for all the water that goes through their water meter. The customer is also responsible for all water lines from the meter box to the customer's home.

2. Bill is due upon receipt. The due date is the 15th of the month following billing. Failure to pay water charges duly imposed shall result in the automatic imposition of the following penalties.

   (a) A Penalty of ten (10) percent of the delinquent account shall be imposed on the 16th day of the month following billing. This percentage may be changed at the discretion of the Board.

   (b) Payment not received before the 15th day of the following month will result in the water being shut off from the member's property without any notice thereof to such delinquent member. After the payment plus any reconnection charge have been paid in full, such members shall be entitled to resumption of water service.

   (c) Any member who tampers with or causes damage to our meters or equipment will be charged a tampering fee along with the cost of the repair. If service is capped off, the member must pay the fee to re-set the meter before service can be restored.

   (d) Imposition of such penalties may be suspended by the manager of the Water District in his or her sole and unrestricted discretion upon showing extreme hardship or emergency situation.

SERVICE CONNECTIONS

(1) White PVC pipe is recommended. The pipe should be 160PDI (pounds per square inch) to ensure proper quality of pipe for your service line. It is required that you put a pressure regulator, backflow preventer and shut off valve in your service line from the meter to your home. The shut-off valve must be in a box within 5 feet of the meter. You may call the office if you have any questions.

(2) Each residence must have a separate connection and water meter. A residence consists of a toilet, sink, and shower or tub.

(3)) All potential customers must supply proof that an approval permit (perc test) for construction of a sewage system has been issued by the State Health Department. This must be done prior to agreement application. A new service connection cannot be set up until the aforementioned has been accomplished. This only applies to new service. The only exclusion will be if a sewage system is already in existence.

(4) When a potential customer applies for new service connection, they are given a blue flag from the office personnel. This flag is to be placed in front of the potential customer's residence where they desire the new service to be made. However, this does not guarantee that the connection will be made where the customer has placed the blue flag. The Water District may place the connection in a different location than where the flag was placed if the residence is in a subdivision. The meter connection may be made at either corner of your property or lot. There may be other reasons for placing the connection in a place other than where the customer has placed the flag. The Water District recommends that customers <u>do not</u> dig their service line until after the new service connection has been made.

WATER RATES

The water rates are as follows:

$25.90 - 2000 gallons – minimum charge (rev. 6/1/2025)
$6.85 - per 1000 gallons for all water over 2000 gallons (rev. 6/1/2025)
$ .40 - Arkansas Department of Health monthly fee
$ .94 - Cellular meter monthly fee
Subject to change without notice

CUSTOMER SERVICE

(1) Customers are responsible for repair costs if a meter box, water meter, or related adapter is damaged. If a third party damages East End Water equipment, the customer is responsible for seeking reimbursement from that party or its insurance company.

(2) All line extensions must be approved by the Board of Directors in accordance with policies and procedures for Distribution Facility Extension. If you have a question concerning line extensions, please contact the office.

(3) If a customer needs a meter set for a new service, pulled to discontinue service, reset due to being pulled for non-payment, checks for misreading, etc., the customer should contact the office before 12:00 noon to guarantee the work will be done the same day. Any contacts for said purposes that are made after 12:00 noon will not be guaranteed to be serviced until the following workday. Weekends are not considered workdays.

(4) The servicemen are not responsible for reporting to the customer's door during a service call for disconnection of meters for delinquent bills, resetting meters or any type of service call. For your protection we recommend you turn your water off at your own shut off valve when you are away from your home for an extended period of time.

(5) In the event a customer needs to turn the water off to make repairs, please contact the office for assistance. We will be happy to turn your service off; however, before service can be restored the customer must install their own shut-off valve within five (5) feet of the meter.

(6) A potential customer's property line must front upon a trunk line of the road right-of-way in the Water District's planning area before said customer's fees for a new service will be accepted in the office. A legal description, purchase contract, lot number of a subdivision or etc., must be shown when said customer applies for new water service.

(7) The Board of Directors of the District meet for a regular scheduled monthly meeting on the third (3rd) Tuesday of each month at 9:00AM. If this date is changed, it will be posted. If you wish to be on the agenda for a regular scheduled monthly meeting, you should contact the office ten days prior to the meeting date. You can contact the office if you have questions about meetings.

(8) No existing service connection can be taken up and transferred from one residential property to another. This means a meter box; service line and tap cannot be moved from one residence to another because of expense.

ADDRESS AND PHONE

East End Water Improvement District #1

20621 Arch Street
Little Rock, AR 72206
Telephone (501)888-6030
PAY BY PHONE: 1-501-381-7562

Web site: www.eastendwater.com

Directors of East End Water Improvement District #1

(1) Stan Cunningham – Chairman
(2) James C. Banks – Commissioner
(3) Terry Martin – Commissioner

EMPLOYEES OF EAST END WATER IMPROVEMENT DISTRICT #1

(1) Kimberly Cupples – Office manager
(2) Kelly Bonner – Office
(3) Linda McNeal – Office
(4) Jeff Vaughn – Office/Field Tech
(5) Keith Cates – Field Manager
(6) James Whitfield - Supervisor
(7) Paxton Peery – Assistant Field Manager
(8) Levi Butler – Field Tech
(9) Nate Earley – Field Tech

These rules and regulations for customers of East End Water Improvement District #1 have been prescribed, adopted and amended from time to time by the Board of Directors at its discretion as they have deemed essential or convenient for the conduction of business and affairs of the Water District. However, portions of the aforementioned are subject to change without prior notification to the membership. These rules and regulations do not begin to cover the aspects of the whole Water District.

Revised: 5/15/26