



2806 Bryan Road / P.O. Drawer 1269
Van Buren, Arkansas 72957
479-474-5067 / Fax 479-471-8969

CITY OF VAN BUREN MUNICIPAL UTILITIES
SERVICE CHARGES and FEES POLICY

NEW SERVICE CONNECT FEE: **\$20.00**
(Turn on or Transfer fee)

NEW SERVICE CONNECTION POLICY: New customers are required to complete a VBMU NEW SERVICE APPLICATION and show a current government issued photo ID to set up service. Renters or lessees are required to show lease agreement or proof of lease to set up service. Someone must be present before the water service will be turned on. If the water is turned on and a faucet or valve is open or there is a broken pipe, the possibility of property damage exists. VBMU is not responsible for damages.

DELINQUENT RE-CONNECT: **\$25.00**
(In addition to amount past due)

A ten percent (10%) penalty will be assessed if bill is not paid by due date.
Bills are due: Zone 3: 5th of each month.
Zone 1 and 4: 12th of each month.
Zone 2: 19th of each month.

PAYMENT EXTENSIONS AND DELAYED PAYMENT AGREEMENT (DPA)

Payment Extension Agreement

If a customer is unable to pay their bill by the due date, they may be allowed to enter into a Payment Extension Agreement (PEA). A PEA is a verbal agreement that requires the bill to be paid within thirty calendar days of the due date of the bill. If the customer does not keep the PEA, service may be disconnected without advance notice.

Delayed Payment Agreements

If, due to extreme or unusual circumstances, a customer is unable to pay the bill by the PEA date, that customer may be allowed to enter into a Delayed Payment Agreement (DPA) (DPA attached to this Service Charges and Fees Policy). A DPA is a written contract between the customer and the City of Van Buren Municipal Utilities setting out a payment plan through which you may pay a reasonable down payment and an installment plan to pay the remaining outstanding balance

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over a specified period of time (normally up to six months). If the customer does not keep the DPA, service may be disconnected without advance notice.

LEAK ADJUSTMENTS The purpose of this policy is to establish a consistent framework for processing customer water bill adjustments that is reasonable and fair to all customers. Normally, a Leak Adjustment is permitted for one leak per year per address, in certain situations a Leak Adjustment may result in an adjustment of up to three (3) billing cycles. The Customer is normally required to provide documentation that the leak repair has been completed, which may be waived in certain circumstances.

WATER: The current water volume rate per 1000 gallons is applied to the customer's average water consumption. A leak adjustment rate of approximately 60% of the current water volume rate per 1000 gallons is applied to the above average volume consumption for the determined Leak Adjustment period.

SEWER: As Residential Class customers are charged sewer based on a winter average calculation of metered water consumption; a water leak does not normally affect the sewer volume. Residential leak adjustments during the winter average period, and non-residential leak adjustments may be calculated at the same rate and volume as the water Leak Adjustment for leaks occurring within the building plumbing system. For leaks that occur in between the water meter and the building (when the leaking water does not enter the sewer system) the sewer volume per 1000 gallons will be adjusted to the average consumption for the Leak Adjustment period.

TAMPERING FEE: \$35.00
(In addition to the cost of repairing damages, parts, labor, etc.)

AFTER HOURS CONNECT/RE-CONNECT FEE: \$15.00
(In addition to Connect/Re-Connect fee)

<u>DEPOSIT FEES:</u>	<u>3/4"-1" Meter</u>	<u>\$100.00</u>
	<u>2"-3" Meter</u>	<u>\$250.00</u>
	<u>4" and larger Meter</u>	<u>\$500.00</u>

Deposit amount will be applied to the account after the bill has been paid for twelve (12) consecutive months without any penalties. In lieu of a deposit, a Letter of Reference from another utility company showing twelve (12) consecutive months without penalties or late fees will be accepted. Letter of Reference customers with late payments occurring more than one time in the initial twelve (12) month period may be required to pay a Deposit Fee. A deposit may be transferred from current service address to a new service address.

FIRE PROTECTION (SPRINKLER) SYSTEM FEES:
\$4.00 per month Minimum Fee
\$0.30 per sprinkler head per year (divided by 12 to calculate monthly charge)

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RETURNED CHECK/INSUFFICIENT FUNDS FEE:

Customer picks up check at bank: \$5.00
VBMU picks up check at bank: \$25.00
Insufficient Funds fee on bank draft accounts: \$1.00

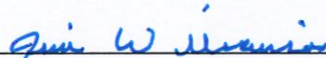
(Fees are in addition to amount past due and applicable service charges)

ONLINE, TELEPHONE, and FINANCIAL INSTITUTION PAYMENTS and FEES:

Customers utilizing the VBMU online or telephone payment service as provided by a third party are responsible for related transaction fees paid directly to the third party.

Customers utilizing a "Bill Pay" method of payment as provided by their financial institution are responsible for any associated fees charged and for ensuring that payments reach the City of Van Buren Municipal Utilities by the customers due date.

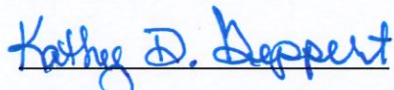
Adopted on the 16th day of April 2024.



Jim Williamson, Chairman
City of Van Buren Municipal Utilities Commission

Chairman

ATTEST:



Kathy Geppert, SECRETARY

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