

POLICIES OF SOUTHWEST WHITE COUNTY WATER PWA
OF WHITE COUNTY, ARKANSAS
2313 HWY 267 S – SEARCY, AR 72143
(501) 268-7374
PAY ONLINE AT: www.sowco.net

No customer can be served with water if they owe a previous bill on an old account, either directly or indirectly. Each residence must have a separate water meter. Customer may not have more than one residence on one meter, also known as a 'double hook-up'.

Any remaining balance that exceeds \$2.00 after an account is closed will be refunded or billed if balance due. The person, whose name the meter deposit is in, is responsible and liable for the water bills.

The customer is responsible for any and all water that goes through their water meter. Also, the customer is responsible for all lines from the meter box to the resident's home.

Each customer is allowed one leak adjustment every 12 months. No customer qualifies for a leak adjustment until they have been a customer for at least 12 months.

All line extensions must be approved by our Board of Directors and must meet Southwest White County Water PWA specifications. All line extensions required for customers will be paid for by the customer who is planning to connect to the water system. This includes ditch witch or backhoe time, parts and labor and all must be paid before work will begin. The customer will be responsible for line extensions for one full year. As an asset to the water system the line extension will then be turned over to Southwest White County Water PWA to maintain and service thereafter.

Customers are not to fence in the meter boxes. If the meter becomes fenced in, there will be a fee charged to the customer to move the meter and the box outside the fence. The water company servicemen must have access to the meter without hazardous conditions (such as an aggressive animal).

All customers must comply with the Cross-Connection Control Program adopted by Southwest White County Water PWA.

Bills are due in full upon receipt or before due date of the 15th of each month. No partial payments are accepted, unless approved by management. A 10% penalty is applied on the first business day after the 15th. If the bill is not paid by the 25th and your service is disconnected there will be an additional \$40.00 reconnect fee to the account plus the full balance on the account and this total amount must be paid in order to reconnect service. Any service disconnected for non-payment will only be reconnected during regular business hours. In the event of a problem concerning payment please do not hesitate to call our office during regular business hours Mon.-Fri. 8:00am to 4:30pm.

The water office employees are not responsible for reporting to the customer during the disconnecting of the meters, resetting of meters or any type of service call. When a meter is reset the water will not be turned on unless the customer is home. This is to protect the customer and Southwest White County Water PWA. For your protection, turn your water off at the meter when you are away from home for an extended period of time. Southwest White County Water PWA will replace a meter if the meter is defective at no cost to the customer, but if the meter is not defective, there will be a \$25.00 service charge to make service calls to a customer's home to replace a meter on request. This will only be done during regular office hours.

Insufficient checks or bank drafts returned to our office by the bank will be treated as non-payment on an account. When a customer has two (2) checks or bank drafts returned by the bank within a six (6) month period, our office will no longer accept checks or bank draft from that customer. There will be a \$25.00 service charge on any returned check or bank draft. There is a 24-hour depository by the front door of the office for your convenience.

Any customer who is caught tampering with a meter with the intention of defrauding Southwest White County Water PWA may be subject to prosecution and loss of water service. If service is granted back to the customer, there will be a \$100.00 reconnection fee if theft is obvious.

Water service contracts must be signed, meter deposit and connection fee paid, before meters or new connection can be set. Also, a current perk test approved by ADH is required to install service. Water service will be disconnected upon notification from the Arkansas Department of Health (ADH) for any violation regarding a sewage disposal system. Water service will be reconnected once compliance has been met and approved by the Arkansas Department of Health.

Southwest White County Water PWA will charge any customer, contractor, plumber, etc., that does not comply with the AR One-Call laws and cuts a main line on our water system at our cost. All customers are subject to the following fee schedule:

Fee Schedule	
Late Penalty: 10% of bill amount	Returned Check: \$25
Reconnect: \$40	Meter Tampering/Cut Lock: \$100
Non-Emergency Service Call: \$25	Meter History-Profile: \$10