

PFEIFFER PUBLIC WATER AUTHORITY

P.O. Box 2375 – 500 E. Main St. Batesville, AR 72503-2375

Phone: 870-698-2415 Fax: 870-698-2408 After Hours: 870-698-2444

Office Hours: Weekdays 8:00 am to 5:00 pm (except holidays)

RO2 & RO3

RATES & REGULATIONS

Water Rates for New Extensions 1995 to current

Hickory Valley, Sandtown Rd, Cushman, Cave Creek, and Rosewood

Original date 4-3-2001 - Updated date 1-10-19

WATER RATES FY2019

Min.	1,000 gallons	\$28.14
Next	99,000 gallons	\$ 5.69/1,000 gallons

Bills are considered Past Due if not paid by 5:00 pm on the 20th monthly. Bills are due by the 20th of each month. Payments must be in our office by the 20th of the month to avoid past due penalty. 10% late charge is applied on all Past Due Balances.

The **WATER** portion of bill is calculated based on the amount of water usage. The meter is read in terms of hundreds of gallons. The first month bill will be calculated from the day you signed up to the next month’s regular read cycle. For 0-1000 gallons, a minimum bill is generated. First bill can take up to two months before being mailed out to you. **BILLS** are mailed to customers on the last working day of the month. If you do not receive your bill by the 5th of the month, please call the water office at the number listed above and inquire about your account. A **DEPOSIT** appropriate for the area of connection shall be paid when customer connects service. If the customer moves, the deposit will either be transferred to the new residence (if still on our system), or applied to the final bill when service is disconnected. After a deposit is applied to a final bill, any refund will be mailed to the customer at the forwarding address given at time of disconnection. Meters are read starting the 1st working day of the month and the date is on the bill.

PAYMENT OPTIONS: Cash, Check, Debit/Credit Card (Visa or MasterCard), Pay By Phone w/debit or credit card \$3.00 charge, Automatic Bank Draft (drawn on the 10th), and by internet (could take 7-14 days to reach us).

TO PAY: Inside, Mail, Drive-Up Window & Night Depository (back of municipal building).

New connections can expect a minimum bill of \$30.64 plus a standard \$20.00 connect fee.

CITY OF BATESVILLE ORDINANCE 2001-10-1

MISCELLANEOUS FEES

Health Department Fee.....	\$0.25
Connect Fee.....	\$20.00
Collection Call (for Non-payment).....	\$20.00
Disconnect/Reconnect/Finalize Fee (disconnected for Non-payment).....	\$40.00
Returned Check Fee.....	can be up to \$60.00

Water Service will be discontinued after the first Monday of the month if the previous month’s bill is unpaid.

IF IT IS NECESSARY TO DISCONNECT SERVICE, CHARGES DUE WILL BE: PAST DUE BILL PLUS A \$40.00 DISCONNECT/RECONNECT FEE. THIS MUST BE PAID BEFORE SERVICE WILL BE RESTORED.

******* After 5:00 P.M. Connects/Disconnects: Overtime Charges Will Be Assessed *******

Other Utilities & Services: Entergy: 1-800-368-3749 County Garbage: 870-793-8800
Recycling: 870-793-8892 Centerpoint Arkla: 1-800-992-7552 AR One Call: 1-800-482-8998