

**Pleasant View Water Facilities Board  
of Franklin County, Arkansas**

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**Office Hours: Mon thru Fri 8:00 am to 5:00 pm**

Welcome to Pleasant View Water!

**Important Dates:**

7<sup>th</sup> – You should have received your water bill

15<sup>th</sup> – your water bill is due

16<sup>th</sup> – water bill is late, 10% late fee

20<sup>th</sup> (approx.) – we read your meter

26<sup>th</sup> – Shut off day, if not paid water bill

**Fees:**

Service Calls: \$ 15.00

Returned Check Fee: 25.00

Reconnection Fee: 50.00

Tampering Fee: 100.00

Water Deposit: 150.00

New Tap Fee: 1,000.00

**Ways to Pay:**

1. Mail check or Money Order to above address
2. Pay in Person at Water Office
3. Drop Payment in our drop slot, located on the West end of our office building
4. Sign up for our Bank Draft Program

**Residential Water Rates:**

First 1,000 gallons \$ 29.94 (minimum base)

Next 5,000 gallons 7.45 per thousand gal

Next 10,000 gallons 7.79 per thousand gal

Next 15,000 gallons 8.02 per thousand gal

All over 31,000 gallons 8.37 per thousand gal

**Agricultural Rates:**

First 10,000 gal \$ 92.02 per thousand gal

Next 15,000 gal 7.56 per thousand gal

Next 25,000 gal 7.79 per thousand gal

Next 50,000 gal 8.02 per thousand gal

All over 100,000 gal 8.37 per thousand gal

**Information:**

Our meters are read using a touchread system. This eliminates misreads or estimated readings. We use thousand gallon registers, which means we don't read until the thousands digit. Example? Say your usage was 4501 gallons. Our TR system will only pick up the number 4, so 501 gallons will automatically be on the next month's usage.

In case of non-payment, meter will be turned off and reconnections fee shall be charged. Sorry! The staff can not to take money in the field. The customer is not to turn the meter back on as this would be seen as tampering.

A customer's deposit will need to be increased if customer is on the shut off list 2 times in 6 months or water bill is consistently over deposit for 6 months and account appears on the shut off list.

**ACT 769 of 2003** when a person is delinquent on the payment of an undisputed bill for water service provided by a water system within this state, moves into another area of this state, and that person applies for or received water from another water system, if the persons former water system establishes that there is no dispute that the delinquent amount is properly due and owed by that particular individual in that amount, the new water system shall refuse to provide water service to the delinquent person until the person provides proof of curing the delinquency. *(At your request a copy of this Act can be provided to you)*

If we receive notice from another water system that you have a delinquent bill and we are requested to notify you on their behalf, a service charge of \$25.00 shall be collected. If we don't receive proof of the delinquent bill not being settled within five (5) days service shall be discontinued and an additional charge of \$50.00, reconnection fee, will be charged and collected before service is restored.

**Regulations:**

The Arkansas State Department and our Board if Directors prohibits any other source of water connected to the same house when you have public water service. This means a well must be physically disconnected from the residence before we can provide water service to you. This does not

mean you can't keep your well to water gardens, wash car . . .

Only 1 residence is allowed on 1 meter. More than 1 dwelling or business hooked to the same meter is against State Health Regulations and company policy. All water rights could be lost.

In some cases a backflow prevention device (RPZ) will need to be installed. They are required where there may be a chance of contamination of the water system. Examples: poultry grower, customers with irrigation systems . . .

RPZ's are to be tested annually and a record is kept at the water office as required by the ADH.

**Customers are Responsible for:**

Shut off valves, pressure regulators and check valves should be installed directly behind the meter box.

Meters must be accessible to water company personnel. Customers could be charged, when a meter is inaccessible by a fence, dogs, locked gates . . .

When you move, let the water company know as soon as possible so you will not be charged for water that someone else used ALSO you may be getting a deposit refund and we will need your new address to mail it to.

Any loss or damage to meter box lids will be charged to the customer. The lids should be kept on the boxes to prevent freezing and to keep trash and reptiles out. Damages to PV Water's property will be at replacement cost and possible labor charges (meter box, lid, meter, valves, blow-off assys, water mains, line markers. . .)

Customers are responsible for water going through the meter in your name. Many losses of water are hard to detect. Some are bathroom leaks seeping into septic tanks. Some follow pipes or cracks in rocks and don't surface. The commode hanging up or the seal going bad is the most common reason and a lot of water can be lost before being detected. As much as 2 – 20 thousand gallons in some cases much more. We now have a small, 1 time only leak policy, but it is very limited so please be responsible!

Water loss as a result of a ¼" leak can mean a loss of 14,952 gallons a day. If undetected for a period of 30 days, nearly 500,000 gallons can be lost, plus resultant water damage or underground water undercutting can result. A pinhole leak can mean an average loss of 18,000 gallons per quarter.

#### Procedures for New Meters:

1. We need a copy of the signed perk test from the County Sanitarian if less than 10 acres or a copy of the signed 10 acre exemption from the County Sanitarian if more than 10 acres (After the Sanitarian approves of the system and signs the back of the permit – we will need a copy of that also)
2. We need your plumber to come in. They will need to:
  - bring a copy of the house plans (showing the intended plumbing)
  - fill out a plumbing permit
  - pay a plumbing permit fee (\$45.00)
  - put up a plumbing permit bond (\$250.00)

There will be 3 plumbing inspections on your new home at \$15.00 each, totaling the \$45.00, which is the permit fee)

First Inspection – Rough In

Second Inspection – Top Out

Third Inspection – Final Inspection

The plumbing permit bond insures all 3 inspections will be performed. After inspections have passed the bond check will be returned to the plumber)

We require 1 day's notice on plumbing inspections. The plumbing shall be as set forth in the State Plumbing Code.

#### Regulations in Connecting to the Meter:

All piping and fixtures shall meet the requirements of the State Plumbing Code. Water lines shall be at least SCH 40 or SDR 21 PVC. All water service lines are to be buried at least 18" deep. All homes will have a shut off valve, pressure regulator, and a check valve installed on their side of the meter.

App agricultural and commercial accounts or accounts with irrigation/sprinkler systems will have a backflow prevention device installed according to the degree of hazard as

determined by the PV Water Plumbing Inspector. The backflow device will be installed and tested by an Arkansas Certified & Licensed Technician. Within 30 days of installation a copy of the report must be provided to the water office.

All backflow devices must be tested on an annual basis. A copy of the report must be provided to the water office.

Before we can set a meter:

1. Tap fees and meter deposit must be paid in advance
2. Permit fees and/or construction cost for road crossing and/or road boring across City, County or State Rights-of-Way will be paid for by the customer (Scheduling and oversight will be done by PV Water).
3. Any other source of water must be physically disconnected. (Required by Arkansas State Health Department and company policy)
4. After you have installed your service line, we will need to perform a service line inspection.

For this inspection our water operator will:

1. Need to see behind the meter box to check your shut off valve, pressure regulator and check valve to make sure they are in the correct order and installed properly.
2. Need to see the depth of your service line
3. Check the connection going into the house
4. Verify other water source (if any) has been disconnected.

**AND PLEASE ALWAYS REMEMBER  
BEFORE YOU DIG:**

**One Call does it all  
Arkansas One Call : 1-800-482-8998**