



"Providing Water, Sewer, and Sanitation Services"

2806 Bryan Road / P.O. Drawer 1269

Van Buren, Arkansas 72957

479-474-5067 / Fax 479-471-8969

VBMU.ORG

**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: 5<sup>th</sup> of each month.

Zone 1 and 4: 12<sup>th</sup> of each month.

Zone 2: 19<sup>th</sup> 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 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** Normally a Leak Adjustment is permitted for one leak per year, in certain situations a leak adjustment may result in an adjustment of up to three billing Cycles. Customer is normally required to provide documentation of a leak repair, which may be waived in certain circumstances.

**WATER:** The current normal water rate per 1000 gallons is applied to the customer's average consumption. A leak rate of approximately 50% of the current water rate per 1000 gallons is applied to the customers above average consumption for the determined Leak Adjustment period.

**SEWER:** As Residential customers are charged sewer based on a winter average of their metered water consumption, a water leak does not normally affect the sewer consumption; however; if a leak occurred during the winter average calculation period, sewer consumption is adjusted to the average usage, normally resulting in the Residential Winter Sewer Average being adjusted for the remainder of the period. For customers other than Residential, sewer consumption is adjusted to the average for the Leak Adjustment period.

**TAMPERING FEE:** \$35.00  
(Plus cost of damages)

**AFTER HOURS CONNECT/RE-CONNECT FEE:** \$12.50  
(In addition to Connect/Re-Connect fee)

<b><u>DEPOSIT FEES:</u></b>	<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.

**RETURNED CHECK/INSUFFICIENT FUNDS FEE:**

<b><u>Customer picks up check at bank:</u></b>	<u>\$5.00</u>
<b><u>VBMU picks up check at bank:</u></b>	<u>\$25.00</u>
<b><u>Insufficient Funds fee on bank draft accounts:</u></b>	<u>\$1.00</u>

(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 Van Buren Municipal Utilities by the customers due date.

Adopted on the 23<sup>RD</sup> day of <sup>February</sup>~~January~~, 2021.

*Jim W. Wilson*  
Van Buren Municipal Utilities Commission Chairman

ATTEST:

*Kathy D. Geppert*  
Kathy Geppert, SECRETARY







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City of Van Buren Municipal Utilities

### DELAYED PAYMENT AGREEMENT (DPA)

DATE: \_\_\_\_\_ ACCOUNT NO.: \_\_\_\_\_

NAME (PRINT): \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

CONTACT TELEPHONE NUMBER: \_\_\_\_\_

BRIEF REASON FOR REQUESTING A DELAYED PAYMENT AGREEMENT: \_\_\_\_\_

PAST DUE BALANCE DUE: \$ \_\_\_\_\_

CURRENT BALANCE DUE: \$ \_\_\_\_\_

TOTAL ACCOUNT BALANCE: \$ \_\_\_\_\_

DOWN PAYMENT (REQUIRED): \$ \_\_\_\_\_

DPA BALANCE: \$ \_\_\_\_\_

#### DPA PAYMENT PLAN

<u>DPA PAYMENT</u> <u>DUE DATE</u>	<u>DPA AMOUNT</u>	<u>DPA PAYMENT</u> <u>DUE DATE</u>	<u>DPA AMOUNT</u>
January ,20	\$	July ,20	\$
February ,20	\$	August ,20	\$
March ,20	\$	September ,20	\$
April ,20	\$	October ,20	\$
May ,20	\$	November ,20	\$
June ,20	\$	December ,20	\$

A DPA consists of two elements; a reasonable down payment and an installment plan to pay the remaining outstanding balance over a specified period of time (normally up to six months). Current charges must be paid in full on a monthly basis in addition to the monthly agreed upon DPA installment payment. Each payment, including the current balance due and the DPA amount due, must be received on or before the monthly due date. A late or missed payment will cause the DPA to "default" and place the customer in jeopardy of service disconnection.

I agree to follow the above Delayed Payment Agreement plan and understand that failure to do so will result in service disconnection.

\_\_\_\_\_  
CUSTOMER SIGNATURE

**VBMU COMMENTS (IF DPA DENIED):** \_\_\_\_\_

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**VBMU CUSTOMER SERVICE**