



NEW SERVICE INFORMATION

Please visit VBMU.ORG for more information, Alert notification sign up, and general frequently asked questions.

First month bill will include a onetime service charge of **\$20.00 (VBMU) \$37.50 (Oak Grove)**

VBMU deposit will be applied to the account after the bill has been paid twelve (12) consecutive months without any late charges, **Oak Grove** deposit will be refunded after your final bill

To avoid late charges, your bill should be paid before closing time on the due date
(Due dates occurring on weekends or holidays will be extended until the next business day):

5th _____ 12th _____ 19th _____ 26th _____

PAYMENTS

IN PERSON: 2806 Bryan Road

MAIL: P.O. Drawer 1269 Van Buren, AR 72957

DROP BOXES are located at **2806 Bryan Road: NO CASH IN BOXES**

Payments left in boxes before 8:00 AM will be posted that day

Payments left in boxes after 8:00 AM will be posted the next business day

BANK DRAFT: Request or download and complete an application form

ONLINE/TELEPHONE DEBIT OR CREDIT CARD: vbmu.org

BANKING ONLINE BILLPAY: Consult with your bank, payments may take up to ten (10) days to be processed and mailed

Visit vbmu.org/bill-payment for more information regarding payment methods.

Garbage and recycle collection service is included on all single family residential customers inside the Van Buren City Limits, Garbage and recycle should be at the curb by 7:00 AM on collection day. If you would like to participate in the recycling program contact C.A.R.D.S. directly at **877-592-2737 option 1** or by email municipal@cardsrecycling.com to obtain a recycle cart or sanitation cart if one is not already at the residents. Garbage Collection Day for your area is:

MONDAY _____ TUESDAY _____ WEDNESDAY _____ THURSDAY _____ FRIDAY _____

Oak Grove Customers are responsible for hiring their own garbage collection service.

VERY IMPORTANT
PRE –WATER CONNECTION CHECK

ALWAYS make sure all faucets are closed before a department employee turns the water on at the meter.

Someone must be present before the water 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.

Thank you for your cooperation, if you should have any questions please call 479-474-5067.

vbmu.org



RECEIVED BY: _____
DATE: _____
TRANSMITTED BY: _____
DATE: _____

AUTHORIZATION FOR AUTOMATIC BILL PAYMENT

RETURN THIS FORM TO:
VAN BUREN MUNICIPAL UTILITIES OAK GROVE WATER USERS
P O DRAWER 1269
VAN BUREN, AR 72957

NAME:

(AS SHOWN ON WATER ACCOUNT)

SERVICE ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

UTILITY ACCOUNT NUMBER: _____

CIRCLE ONE:
CHECKING ACCOUNT SAVINGS ACCOUNT

IMPORTANT:
PLEASE RETURN A VOIDED CHECK WITH FORM TO ENSURE PROPER PROCESSING

(ATTACH CHECK HERE)

I authorize a representative from the VBMU/OGWU to draft my checking/savings account monthly. In the amount of my monthly utility bill and to make that deduction payable to the VBMU/OGWU. In making this authorization, I agree to all Terms and Conditions of Authorization

SIGNATURE _____ DATE _____



**PAY YOUR VAN BUREN MUNICIPAL UTILITIES PAYMENT WITH
DEBIT CARD - CREDIT CARD - ECHECK**

MASTERCARD - VISA - DISCOVER – AMEX

BY TELEPHONE – 1-877-885-7968

ONLINE – www.vbmu.org

YOU MUST HAVE YOUR VBMU ACCOUNT NUMBER AND NAME

YOU CAN REGISTER YOUR ACCOUNT FOR FUTURE PAYMENTS

Payment Service Network WILL CHARGE A FEE FOR USING THIS SERVICE

You will see **“Payment Service Network” OR “PSN”** on your bank or card statement. You may be charged a fee if you cancel the transaction after payment has been made and your utility payment will be reversed.

-YOU CAN ALSO PAY YOUR BILL -

BY MAIL:

VAN BUREN MUNICIPAL UTILITIES

P.O. DRAWER 1269

VAN BUREN, ARKANSAS 72957

IN PERSON OR SET UP AUTOMATIC BANK DRAFT:

2806 BRYAN ROAD

VAN BUREN, ARKANSAS 72956

FOR EMERGENCIES CALL 479-474-5067 24 HOURS PER DAY/7DAYS PER WEEK



Customers...



You can pay your utility bill by credit or debit card, as well as by check or savings!

Van Buren Municipal Utilities is making your life easy with many payment options for bills. Enjoy these services!

FEATURES

- Pay immediately, schedule a payment or set up Auto-Pay for the amount of your bill
- Find the amount you owe online, on the payment app or on the automated phone payment system
- Go online to view your electronic payment history, print receipts, set up/change/stop your Auto-Pay (automated recurring payments)
- If you have more than one utility bill, "combine" your accounts so that you can pay multiple bills in one online visit
- Pay from your checking or savings account (convenience fee applies)
- Pay by credit or debit card (convenience fee applies)

NOTE: The fee will display on your credit card or bank statement as Payment Service Network or PSN. Please don't dispute this fee because it will automatically reverse your utility payment.

Pay ONLINE

Go to www.vbmu.org

Click on the bill payment link. You will go to our payment processor's website where you should register and make your payment. Future payments are just 3 easy steps.

Pay on MOBILE App

Download "PSN Payments" from the App Store® or Google Play™

If your registered online first, use those login credentials

CALL to Pay

1-877-885-7968

Have your bill handy to provide your customer account number

We chose Payment Service Network to provide electronic payment and billing services. They are a Madison, Wisconsin company which has achieved Level 1 Certification by the credit card industry.

They specialize in providing services to municipalities and utility companies.





CURRENT WATER CONSERVATION MEASURES

- 1) You may water lawns, turf, shrubs, plants, trees, gardens between the hours of 6:00pm and 11:00am (no watering from 11:00am till 6:00pm) ;
- 2) No person during the course of cleaning or washing motor vehicles, building exteriors, sidewalks, driveways, patios, parking lots and other similar types of hard surfaces, will allow the flow of water to be used or uncontrolled at the point of use, or to continue if unattended, such that water is wasted ;
- 3) Any water use from a fire hydrant shall be approved by the Van Buren Municipal Utilities Department and registered through the Departments water meter;
- 4) Water should not be used to the extent as to allow water to escape from user's premises onto public property, such as streets and alleys, nor onto another person's property.
- 5) Whenever an emergency exists by reason of shortage of water , limited distribution facilities or any other circumstances which make it necessary to immediately conserve water , additional conservation measures may be implement.
- 6) **Phase I water conservation shall be effective when Lake Fort Smith & Lee Creek water level drop to 60% capacity , as follows:**
 - 1) Uses of water are permitted at locations with even-number addresses on even numbered days of the month only and odd-number addresses on odd numbered days of the month only.
 - 2) No watering of lawns, turf, plants, trees or garden, motor vehicle, trailers, boats (not applicable to commercial car washes) , filling swimming pools or fountains and washing building exteriors, between the hours of 10:00am and 7:00pm .
 - 3) Watering of golf course and other commercial irrigation shall be done only to the extent necessary to preserve turf and plant life.
 - 4) The washing of sidewalks, driveways, parking lots and other hard surface areas are prohibited. Food establishments may engage in such use only to maintain public health and compliance with state and federal regulations.
 - 5) The use of water from fire hydrants at any time for construction purposes and hydrant testing is prohibited.

WATER CONSERVATION TIPS

1. Check toilets for leaks. Put a small amount of food coloring or talcum powder in the toilet water tank. If the food coloring or talcum powder appears in the toilet bowl without flushing, there is a leak.
2. Install water saving showerheads and flow restrictors in faucets. Turn water off while soaping up. Five (5) minutes or less is adequate for a shower.
3. Do not use toilet as a wastebasket.
4. Turn off the water when you are brushing your teeth, shaving, etc.
5. Select proper water level for laundry
6. Do not let water run when washing dishes in the sink.
7. Fill your automatic dishwasher completely.
8. Defrost food using the refrigerator or microwave instead of sink
9. Use a vegetable brush for cleaning fruits and vegetables. Use hand sprayer sparingly with short bursts of water.
10. Keep a container of water in the refrigerator for drinking.
11. Stopper tub before turning on water. Adding hot water will warm initial cold water.
12. When you purchase a new washing machine, select one that uses the least water per pound of wash.
13. If you have a fish tank, use the dirty water from the tank to water plants. It is rich in nitrogen and phosphorus, which gives you a good fertilizer.
14. Hosing down your driveway for five minutes can use 25 gallons of water. Try using a broom or leaf blower instead.
15. Irrigate the lawn only when it needs it. If the grass springs back up when you step on it, it does not need water. If it stays flat, it needs water. Let sprinkler run long enough for moisture to soak down to the roots where it will do the most good. Light sprinkling will evaporate quickly and encourage a shallow root system. Early morning is generally the best time for lawn irrigation. Watering mid-morning to early evening may “burn” the grass.
16. Position sprinklers so that water will land on the lawn or garden only.
17. Put mulch in flowers and vegetable gardens, shrubs and trees to hold more moisture in the soil. Keep gardens, flowerbeds and lawns weeded, weeds take moisture from desirable plants.
18. Mix soil polymers, which retain moisture, into your soil. Add them when planting beds or containers, or drill the soil around existing plants and drop the polymers into the holes.

Try to do one thing each day that will result in a reduction of water use, even if the savings is minimal. EVERY DROP COUNTS. And, every person can make a difference.



VBMU.ORG

HELP PREVENT BACKFLOWS

Most water customers assume that water from the City's mainline will only move in one direction – from the mainline to the building. However; under certain conditions, such as when a fire hydrant is opened or a water mainline break has occurred, water can flow backwards. This reverse flow, or backflow, can actually create a vacuum, and can be dangerous if there is a cross connection exists. A cross connection is a connection, either permanent or temporary, between the water piping system and a source of potentially contaminated water.

Mixing chemicals or other items with a garden hose in a bucket seems a normal thing to do, but it can create a hazard not only to your family but also to your neighbors if you make a simple mistake. Dropping a hose into the bucket so that the end is below the liquid surface creates a cross connection. Contaminants can be pulled into the water main without warning, just like drinking through a straw.

The best protection is to make sure there is always a gap between the source of water, such as a garden hose or faucet, and any source of potentially contaminated water. Commercial and industrial water users in Arkansas are required to install, test, and maintain backflow prevention devices consistent with the level of hazard they present to the water system.

One simple backflow device for residential water users is the hose bib vacuum breaker. They are readily available inexpensive devices that install between the faucet and garden hose. When the water supply is interrupted, the device vents to atmosphere, thus protecting against anything being siphoned back into the hose.

The following tips may help to reduce the potential for backflow:

- DO NOT submerge hoses in buckets, pools, tubs, or sinks.
- DO NOT use a garden hose to clear a sewer stoppage.
- DO NOT use spray attachments without a backflow prevention device.
- DO keep the end of the hose clear of possible contaminants.
- DO install vacuum breakers on all water faucets on your property.

DO NOT PUT A HOSE IN ANYTHING THAT YOU WOULD NOT WANT TO DRINK.

The Van Buren Municipal Utilities is dedicated to providing safe drinking water to our customers. Please do your part to help protect yourself, your family, and others.

VAN BUREN MUNICIPAL UTILITIES 24 HOUR TELEPHONE NUMBER 479-474-5067

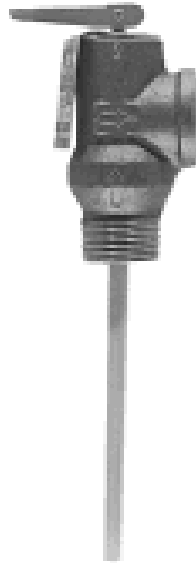
THERMAL EXPANSION

Water heaters are installed with a **temperature and pressure relief valve (T&P)**, which is designed to relieve excessive water temperature or pressure. Also aiding in the control of excessive temperature and pressure is a condition known as **thermal expansion**, which allows hot water to backflow into water main lines through the water meter, mixing with cold water and displacing the heat. However, some homes/buildings may have a backflow prevention device, check valve, pressure regulator or other device installed on the water service line. In this case, the water cannot backflow into the water system. This leaves the T&P valve as the only escape route for the overheated water.

If a water heater thermostat becomes defective, allows the water temperature to increase to more than 212 degrees F, and the T&P valve fails, your domestic water can become "superheated." Super heated water can cause water heaters to explode or can allow scalding steam to be released from faucets upon personal use. This condition is rare because the water heater and the T&P valve must malfunction simultaneously. However, with the backflow prevention device, check valve, pressure regulator or other device in place on the water service line, the potential hazard does exist.

Periodic inspection of the T&P valve is strongly recommended. The lever can be lifted momentarily to ensure that the unit is not stuck due to chemical deposits around the seat, if the unit does not reseat then it is defective and should be replaced. **A professional plumber can inspect, repair or replace your T&P valve to ensure your safety.**

Several water service lines in Van Buren may have a check valve installed at the water meter. Some customer's water service lines may have a pressure reduction valve installed on the customer's side of the water meter. Thermal expansion chambers, devices and cock assemblies can provide additional protection. Call a professional plumber for more information.



lines in Van Buren may have a check valve meter. Some customer's water service lines reduction valve installed on the customer's Thermal expansion chambers, devices and cock assemblies can provide additional professional plumber for more information.



VBMU.ORG

FREQUENTLY ASKED QUESTIONS

Question

How do I check for a water leak at my house?

Answer

To start a water leak test, first walk out to your meter, remove the lid and write down the current meter reading. Do not use any water in your home for three to four hours. Then write down the current reading. If the numbers changed, the leak could be between the meter and the house or in the buildings plumbing system. The water service line / plumbing system belongs to the customer. Subtract the first reading from the last and this will tell you how much water you lost during the test.

A small leak may take longer to show a difference on your meter. If you are not convinced with the 3 to 4 hour tests, choose a day when no water will be used for 10 to 12 hours. If you determine a leak is present, look for the leak. You can start by looking for a wet spot on the ground between the meter and your home.

If no leaks were found in this manner, inspect your pipes, lines, connections and valves under your home or in your basement.

Inspect your hot water tank, and check your toilets. You could have a silent leak in your toilet. To test for this problem, put some food coloring in the back of the toilet. Don't flush for several hours. If the dye comes down into the bowl, you have a leak. Your toilet can continue to overflow after the toilet noise has cut off. Sometimes the rubber stopper in the bottom of the tank will not close properly causing a loss of water. Also inspect the chain that connects the handle and the stopper. It may become entangled also causing the same problem. The round bobber-like float may also need bending down to shut the water off earlier before it runs over the overflow pipe.

Please note. Do not turn valve off in meter box. If you should damage this valve, you could be responsible for the cost of repair or replacement. If you need to have an emergency turnoff of your water, call the Van Buren Municipal Utilities 24 HOURS at 479-474-5067

Question

How many gallons could leak through a running toilet in the span of ten minutes?

Answer

A running toilet could leak, depending on certain variables (size of tank or valve, water pressure, etc.) between 1 1/2 - 50 gallons thus costing water and sewer charges.

Question

I have compared my bill to my neighbor's - why is mine higher? We have the same size house.

Answer

Water and sewer bills are based on consumption. The national average per person per month is 2000 to 2500 gallons. This would be for personal hygiene usage only. Families' consumption can vary greatly based on individual habits.

Question

Can I change my due date?

Answer

No. There are four different billing cycles in the utility system. Meters are read according to geographic location. Following the meters being read the cycle is billed.

Question

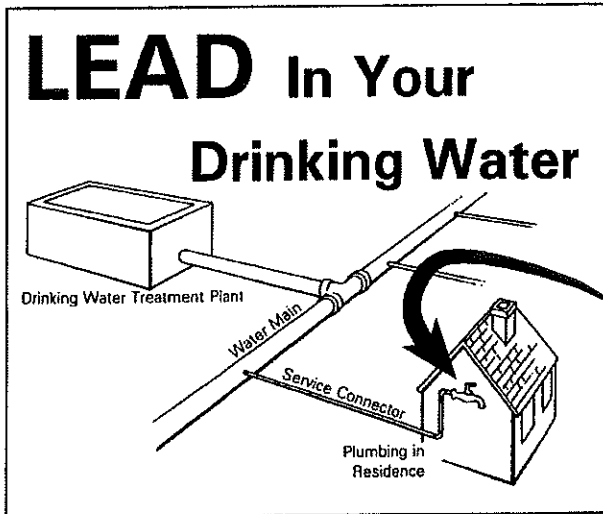
How do I report a water outage or a sewer stoppage?

Answer

If you suspect a water main break, or a sewer overflow, or any type of related problem, please call 479-474-5067. These are all situations that require trained personnel to assess the problem and associated dangers. When you call, be sure to identify the type of problem and its location, as well as your name, address, and contact information so that officials can get in touch with you should we need more information.

Helping Consumers Understand Lead Issues

Jeff Stone, P.E., Director, Engineering Section



The Lead and Copper Rule was issued by EPA back in 1991. Since then the sampling requirements of this rule have become a routine part of water quality monitoring. The recent events in Flint, Michigan have focused new attention to the issues of lead in the drinking water and raised public concern. The result can be that water system managers and health officials are thrust into the role of having to educate consumers about issues relating to lead in drinking water. Fortunately, there are documents available that can assist in this effort. The graphic above was taken from an EPA education document prepared in 1993 and titled "Lead in Your Drinking Water: Actions You Can Take to Reduce Lead in Drinking Water". This document is available at their website and can be found at <http://nepis.epa.gov/Exe/ZyPDF.cgi?Dockey=20001R4V.txt>

Water system managers are encouraged to review this document as well as similar documents made available by EPA and consider making these available in the water office to consumers that inquire about lead issues.

Perhaps it would be good to also take a look back at how lead might get into the drinking water, how the Lead and Copper Rule came about, and what it was intended to accomplish.

Historically, lead has been utilized in manufacture of piping used to convey water, especially within home plumbing systems and service lines. Use of lead piping goes back to early water systems constructed by the Romans

and lead piping was routinely used as recently as the early 1900's.

Lead was and is a popular material to use because of its malleability (ability to be shaped without breaking or cracking). Even though pure lead piping has not been commonly used since the 1930's, lead can still be found as a part of the chemical composition of copper tubing and brass and bronze components utilized in waterworks and plumbing materials. This is because the presence of lead in these materials improves their machinability and durability. However, over time, the industry has reduced the lead content in these products in an effort to reduce consumer's exposure to lead. In 1986, a federal law was passed limiting lead content of these products to 8%. In 2011, a federal law was passed further reducing lead content of these products to 0.25 % (wetted surfaces).

When the Lead and Copper Rule was issued in 1991, it was understood that:

- * Lead was rarely present in the water system source nor in the water distribution system
- * Rather, lead was occasionally present in the water in homes and buildings due to corrosion in plumbing systems
- * Some water systems provided more corrosive water than others
- * When corrosion occurred, the source of lead was usually privately owned plumbing rather than publicly owned distribution piping
- * Lead exposure through drinking water was estimated to be 10% to 20% of overall exposure that people experience.

The thrust of the Lead and Copper Rule issued in 1991 is to use lead and copper sampling in private homes to determine if corrosion is imparting significant amounts of lead and copper into the drinking water. If so, the drinking water system is required to conduct public education regarding lead exposure and to demonstrate that they are controlling corrosion. Control of corrosion may take the form of pH adjustment or addition of a corrosion inhibitor chemical. Ongoing monitoring is a part of the requirements.

Public education materials focus not only on informing consumers of the harmful effects of lead exposure but also indicates things the consumer can do to limit their exposure. The EPA document referenced at the beginning of this article does both and can be printed out and provided to customers that inquire about these

issues. Some highlights of this document are as follows:

Health Threats From Lead Too much lead in the human body can cause serious damage to the brain, kidneys, nervous system, and red blood cells. You have the greatest risk...if you are a young child, or if you are pregnant.

Does Lead Affect Everyone Equally? Young children, infants, and fetuses appear to be particularly vulnerable to lead poisoning. A dose of lead that would have little effect on an adult can have a big effect on a small body. Also, growing children will more rapidly absorb any lead they consume. A child's mental and physical development can be irreversibly stunted by over-exposure to lead. In infants, whose diet consists of liquids made with water – such as baby formula – lead in drinking water makes up an even greater proportion of total lead exposure (40 to 60 percent).

Only Use Cold Water for Consumption Use only water from the cold-water tap for drinking, cooking, and especially for making baby formula. Hot water is likely to contain higher levels of lead (due to hot water being more corrosive).

Flush Your Pipes Before Drinking Anytime the water in a particular faucet has not been used for six hours or longer, "flush" your cold-water pipes by running the water until it becomes as cold as it will get. The more time that water has been sitting in your home's pipes, the more lead it may contain.

Have Your Water Tested The only way to be sure of the amount of lead in your household water is to have it tested by a competent laboratory. Testing typically costs between \$20 and \$100.

How Do I Have My Water Tested? Water samples from the tap will have to be collected and sent to a qualified laboratory for analysis. You may find a qualified testing company under "Laboratories" in the yellow pages of your telephone directory.

Does my home's age make a difference? Lead-contaminated drinking water is most often a problem in houses that are either very old or very new. Up through the early 1900's, it was common practice, in some areas of the country, to use lead

pipes for interior plumbing. Also, lead piping was often used for the service connections that join residences to public water supplies. Plumbing installed before 1930 is most likely to contain lead. Copper pipes have replaced lead pipes in most residential plumbing. However, use of lead solder with copper pipes was widespread (up until 1986). Experts regard this lead solder as the major cause of lead contamination of household water in U.S. homes today. New brass faucets and fittings can also leach lead, even though they are "lead-free." Scientific data indicate that the newer the home, the greater the risk of lead contamination. Lead levels decrease as a building ages. This is because, as time passes, mineral deposits form a coating on the inside of the pipes (if the water is not corrosive). This coating insulates the water from the solder. But, during the first five years (before the coating forms) water is in direct contact with the lead. (**Note:** Lead solder was banned in 1986 and theoretically plumbing systems constructed with lead solder should now be almost 30 years old.)

What If I Use A Private Well? If you own a well or another water source, you can treat the water to make it less corrosive. Corrosion control devices for individual households include calcite filters and other devices. Calcite filters should be installed in the line between the water source and any lead service connections or lead-soldered pipe.

Homeowners should also be reminded that when they purchase plumbing parts to conduct repairs on their home plumbing, they should make sure and purchase parts that meet the current lead free definition. Parts that meet the current lead free definition should be marked as being in compliance with National Sanitation Foundation Standard No. 372 or Annex G of National Sanitation Foundation Standard No. 61. Verification of this compliance is most important when purchasing brass and bronze components such as faucets, pressure reducing valves, etc.

ARKANSAS DRINKING WATER UPDATE is published quarterly by the Engineering Section, Arkansas Department of Health to inform readers of issues and activities affecting this industry. Articles and information in the newsletter can be reproduced without restriction if credit is given for the source. Potential contributors of articles for the *UPDATE* and persons wishing to be added to the mailing list should contact the Section at the address listed on the last page.

Notice of unknown service line material

Your water utility is focused on protecting the health of every household in the community. This notice contains important information about your drinking water.

Your water utility is working to identify service line materials throughout the water system and has determined that the water pipe (called a service line) that connects your home or building to the water main is made from an **unknown material** but may be lead. Because your service line material is unknown, there is the potential that some or all of the service line could be made of lead or galvanized pipe that was previously connected to lead. People living in homes with a lead or galvanized pipe previously connected to a lead service line have an increased risk of exposure to lead from their drinking water.



The service line connects your home or building to the water main.

Please share this information with anyone who drinks and/or cooks using water at this property, in addition to people directly served at this property, including people in apartments, nursing homes, schools, and businesses, as well as parents served by childcare at this property.

Identifying service line material

To help determine the material of your service line, please contact your water utility. Additionally, a step-by-step guide to help people identify lead pipes in their homes is available at: <https://apps.npr.org/find-lead-pipes-in-your-home/en/#>.

Health effects of lead

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or worsen existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these negative health effects. Adults can have increased risks of heart disease, high blood pressure, and kidney, or nervous system problems.

Steps you can take to reduce lead in drinking water

Below are recommended actions that you may take, separately or in combination, if you are concerned about lead in your drinking water. The list also includes where you may find more information and is not intended to be a complete list or to imply that all actions equally reduce lead in drinking water.

Use filters properly. Using a filter can reduce lead in drinking water. If you use a filter, it should be certified to remove lead. Read any directions provided with the filter to learn how to properly install, maintain, and use your cartridge and when to replace it. Using the cartridge after it has expired can make it less effective at removing lead. Do not run hot water through the filter. For more information on facts and advice on home water filtration systems, visit EPA's website at <https://www.epa.gov/water-research/consumer-tool-identifying-point-use-and-pitcher-filters-certified-reduce-lead>.

Clean your aerator. Regularly clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water.

Use cold water. Do not use hot water from the tap for drinking, cooking, or making baby formula, as lead dissolves more easily in hot water. Boiling water does not remove lead from water.

Run your water. The more time water has been sitting in pipes providing water to your home, the more lead it may contain. Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes. The amount of time to run the water will depend on whether your home has a lead service line or not, as well as the length and diameter of the service line and the amount of plumbing in your home. Contact your water utility for recommendations about flushing times in your community.

Learn about construction in your neighborhood. Contact your water utility to find out about any construction or maintenance work that could disturb your service line. Construction may cause more lead to be released from a lead service line or galvanized service line if present.

Have your water tested. Contact Eurofins Arkansas at 501-224-5060 to have your water tested. Note, a water sample may not adequately capture or represent all potential lead sources. For information on sources of lead that include service lines and interior plumbing, please visit <https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water#getinto>.

Get your child tested to determine lead levels in their blood

Although there is no confirmation of having a lead service line, you may wish to speak with a healthcare provider to see if your child's blood lead level is elevated and/or if there is a need for blood testing, if you are concerned about potential exposure. Please visit <https://www.cdc.gov/lead-prevention/hcp/clinical-guidance> for information on these actions.

For information about potential financing solutions to assist property owners with lead service line replacement, please contact your water utility.

For more information on reducing lead exposure from your drinking water and the health effects of lead, visit EPA's website at <http://www.epa.gov/lead>.



“Providing Water, Sewer, and Sanitation Services”

2806 Bryan Road / P.O. Drawer 1269

Van Buren, Arkansas 72957

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

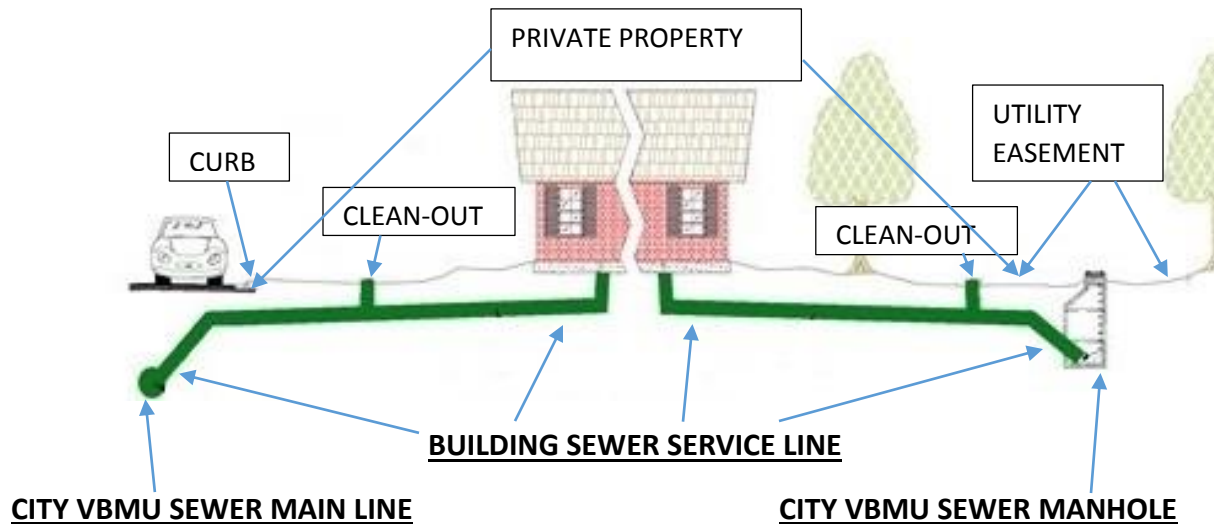
City of Van Buren Municipal Utilities

FLUORIDATION NOTIFICATION

Pursuant to Arkansas Act 197 in 2011, mandating water systems serving five thousand persons or more “to control the quantity of fluoride in the water so as to maintain a fluoride content established by the Department of Health”. **On Monday, March 7, 2016, the City of Fort Smith will begin fluoridating the drinking water.** In accordance with the United States Department of Health and Human Services (HHS) April 2015 recommendation, the fluoridation level of 0.7 mg/L will be used.

For more information please visit www.healthy.arkansas.gov

Customer Sewer Service Line General Information



BUILDING SEWER SERVICE LINE – As defined by the Arkansas Plumbing Code – *That part of the drainage system that extends from the end of the building drain and conveys the discharge to a public sewer, private sewer, individual sewage disposal system or other point of disposal.*

City of Van Buren Municipal Utilities general guidelines regarding private Building Sewer Service Lines:

PRIVATE PROPERTY – It is the responsibility of the customer to clean, maintain, unclog, remove grease, roots, debris, and other blockages, and to repair damaged or broken pipes and fixtures in the Building Sewer Service Line from the building to the City Sewer Main Line. The City of Van Buren Municipal Utilities does not maintain or repair the Building Sewer Service Line on/under private property, parking lots, driveways, sidewalks, or easements, including cases where the Building Sewer Service Line crosses onto neighboring property and/or where multiple properties are connected to a single private service line.

PUBLIC STREET – In most cases, if it is determined that the Building Sewer Service Line is broken (not just clogged) under a public street, curb to curb, (not a private drive or access), VBMU will repair the damage. It is the responsibility of the customer to clean, unclog, remove grease, roots, debris, and other blockages in the Building Sewer Service Line from the building to the City Sewer Main Line, including under parking lots, sidewalks, alleys, public streets, and easements.

TO REPORT WATER OR SEWER PROBLEMS CALL 474-5067
 AFTER HOURS LEAVE YOUR NAME, PHONE NUMBER, LOCATION, AND A BRIEF DESCRIPTION OF THE PROBLEM



Is there anything I can do to prevent sewer backup into my home?

- **Avoid putting grease down your garbage disposal or household drain. It can solidify collect debris, and accumulate in City sewer lines, or build up in your own sewer system.**
- **Never flush disposable diapers, baby wipes, sanitary napkins, or paper towels down the toilet. They could stop up your sewer lines, damage your sewer system, and/or stop up City sewer lines.**
- **Make sure there is an accessible cleanout on the home/ building's sewer service line. Many times, cleanouts become hidden or buried over the years. If your home/building does not have a cleanout, one should be installed. If there is a sewer cleanout accessible, Van Buren Municipal Utilities personnel will be able to determine whether the blockage is in the home/building's sewer line or in the City's main sewer line**
- **Do not plant shrubs or trees near sewer lines. Roots of shrubs or trees near the building's sewer service line or the City's main sewer line can damage the lines and/or cause blockages and back-ups.**
- **If the lowest level of your home/building is below ground level, such as a basement, or if the elevation of the floor is at or below the elevation of the nearest sewer manhole, the home/building could potentially be affected by a sewer back-up. One way to prevent a sewer back-up into these areas is to install a "back-flow valve", also known as a "check valve", on the building's sewer service line. For further information about preventive measures, contact a licensed plumber or a plumbing supply dealer.**

Will my insurance cover damage to my home/building or property resulting from a sewer back-up?

- **In the majority of cases, a special rider will need to be added to your insurance policy to cover damages related to sewer back-ups or water damage. This optional coverage is usually not very expensive, but you must request that it be added to your insurance policy. It is recommended that you check with your insurance agent about this policy provision.**
- **Like the majority of municipalities in the country, the City of Van Buren Municipal Utilities cannot assume financial responsibility for damages resulting from sewer back-ups. Most blockages and back-ups are related to conditions that are beyond the City's control. That is why it is extremely important that property owners and/or building occupants confirm that they are adequately insured, particularly if areas of the home/building are at a low level. Call your insurance agent to inquire about this type of coverage.**

The City of Van Buren Municipal Utilities Damage Claims Policy can be found online at vbmu.org.

**TO REPORT WATER OR SEWER PROBLEMS CALL 474-5067
AFTER HOURS LEAVE YOUR NAME, PHONE NUMBER, LOCATION, AND A BRIEF DESCRIPTION OF THE
PROBLEM**



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

2025 Van Buren Municipal Utilities Holiday Schedule

City of Van Buren Municipal Utilities is open Monday through Friday (Lobby 8:00 a.m. to 4:30 p.m.) (Drive thru 8:00 a.m. to 5:00 p.m.) throughout the year except for **11** holidays

2025

New Year's Day (January 1st)

Martin Luther King Jr. Day (January 20th)

President's Day (February 17th)

Memorial Day (May 26th)

Independence Day (July 4th)

Labor Day (September 1st)

Veteran's Day (November 11th)

Thanksgiving Day (November 27th)

The Day After Thanksgiving (November 28th)

Christmas Eve (December 24th)

Christmas Day (December 25th)

2025 Residential Sanitation and Recycle Pickup Holiday Schedule

City of Van Buren residential sanitation and recycling is collected Monday through Friday throughout the year except for **6** holidays.

2025

New Year's Day (Wednesday, January 1st)

Memorial Day (Monday, May 26th)

Independence Day (Friday, July 4th)

Labor Day (Monday, September 1st)

Thanksgiving Day (Thursday, November 27th)

Christmas Day (Thursday, December 25th)

When pickup falls on a holiday the rest of that week's collection will be collected one day later than the normal pickup day unless otherwise published or announced.



THE CITY OF Van Buren, AR



Starting early December 2024, CARDS will begin delivering trash and recycling carts to the City of Van Buren residents. We are excited to serve Van Buren and look forward to providing reliable and efficient waste services for your community!

Things to Know!

- Service Start Date: January 1st, 2025
- Do not use your CARDS carts until January 1st, 2025
- Your service day will remain the same
- Orange-lid carts: Trash
- Grey-lid carts: Recycling

Observed Holidays!

- New Years Day - January 1st, 2025
- Memorial Day - May 26th, 2025
- Fourth of July - July 4th, 2025
- Labor Day - September 1st, 2025
- Thanksgiving Day - November 27th, 2025
- Christmas Day - December 25th, 2025

Please note: The day of a holiday and the days following will be on a one-day service delay.

CURBSIDE CONTAINER PLACEMENT GUIDE



Place containers at the curb the night before pickup day.

CONTAINER DON'TS



Containers must remain upright for pickup



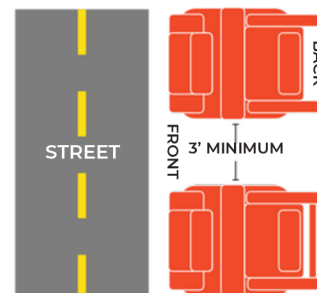
Keep all materials inside the container



Do not place containers back-to-back



Keep container clear of all obstructions





THE CITY OF Van Buren, AR



SERVICE BEGINS January 1st, 2025

Welcome to CARDS! We're thrilled to have you join our family. We pride ourselves on providing reliable waste management services with a strong commitment to customer satisfaction and environmental care. We're dedicated to taking great care of our local customers and ensuring your needs are met.

If you need more than one trash cart, please reach out to us at 877-592-2737 or email info@cardsrecycling.com.

Recycling Guidelines!



Acceptable Items

- Plastic Bottles
- Paper
- Cardboard
- Aluminum/tin/steel cans

Single-stream recycling is easy: simply empty and rinse your items, put your items into your recycling cart (no bags necessary), and set it out on the day we service your neighborhood. We'll take it from there!

Unacceptable Items

- Styrofoam
- Glass
- Batteries
- Wood
- Plastic Bags



City of Van Buren Residential Sanitation Collection

In 1992, the Van Buren City Council adopted an Ordinance implementing a mandatory Residential Sanitation Collection program for single family residential units within the city limits beginning January 1, 1993. The City of Van Buren Municipal Utilities was tasked with the oversight of the program including the Residential Sanitation Agreement and billing and collections. Since January 1993 several Residential Sanitation Collection Firms have been contracted to provide services, including: Friendly Sanitation, Mulberry Sanitation, Taylor Sanitation, Roll-Off Services, Deffenbaugh Industries, and Waste Management.

The current Residential Sanitation Collection Agreement between the City of Van Buren Municipal Utilities and Waste Management of Arkansas expires on December 31, 2024. In June 2024, the Residential Sanitation Collection Agreement was updated and advertised for competitive bids following standard municipal procurement regulations and guidelines. In addition to bid amounts, each bidder was required to provide a statement of financial ability to carry out the Agreement, a listing of all cities and towns the firm was currently providing services for, a compliance record, and other pertinent information.

No (0) bids were submitted for a traditional Manual Collection system (current system). Three (3) bids were submitted for an Automated Collection System utilizing Contractor provided Residential Solid Waste and Recycling Containers (Polycarts) and automated collection equipment for both Solid Waste (garbage) and Recycling collection. Bids were submitted by LRS, Waste Management, and CARDS. The Residential Sanitation Agreement was awarded to CARDS River Valley, beginning January 1, 2025.

Currently, City of Van Buren Residents pay \$16.24 per month for Residential Sanitation Collection Services (including yard waste collection and drop-off provided by the City of Van Buren Street Department). Beginning January 1, 2025, the average resident will pay \$17.94 per month, the same system and service with LRS would have been \$20.23 per month, Waste Management would have been \$27.48 per month. Residents will receive one (1) Polycart for garbage and one (1) Polycart for recycling (recycling polycart provided upon request, recycling participation is voluntary) – customers needing additional polycart(s) (in addition to one (1) garbage polycart and one (1) recycling polycart) will be charged an additional fee, recycling participation is highly recommended to reduce the need for additional garbage polycart(s).

Van Buren residents will be able to contact CARDS to schedule the collection of Bulk Waste Items (furniture, etc.), the charges for this service will be added to the VBMU bill. The Agreement also provides for additional dumpsters for two (2) City wide clean up events per year (normally coordinated by Keep Van Buren Beautiful)

CARDS will begin delivering residential polycarts in December 2024. Please do not use the polycart(s) until January 1, 2025. Waste Management will not collect garbage or recyclables from the CARDS provided containers.

During this transition process, several cities and towns were visited to observe both manual collection systems utilizing customer provided garbage bags and containers and automated collection systems utilizing contractor provided polycarts. It was observed that the cities and towns utilizing the automated collection system had a better overall appearance on garbage collection day. Across the nation, the majority of cities and towns and residential collection firms are rapidly transitioning to the automated collection system as evidenced by Van Buren’s bidding process receiving zero (0) bids for a manual collection system. We respectfully ask that our residents have patience with CARDS employees and City of Van Buren Municipal Utilities staff during the transition process and help us move Van Buren forward with an up-to-date comprehensive solid waste management system.

Kindest Regards,
VBMU Director of Utilities

Van Buren Ordinance No. 16-2024

Charges and Rates for services billed on or after January 1, 2025

Residential Unit Solid Waste/Recycling Collection Charge per month (Automated Collection System)	\$17.94
Extra Residential Solid Waste Container per month	\$7.00
Extra Residential Recycling Container per month	\$7.00
Bulk Waste Item Collection Charges (as described in the Residential Sanitation Agreement)	
Furniture Large: Per item per collection	\$50.00
Furniture Small: Per item per collection	\$25.00
Bed: Per item per collection	\$40.00
Fixtures: Per item per collection	\$10.00
Appliances: Per item per collection	\$50.00
Toys: Per item per collection	\$10.00
Lawn mowers: Per item per collection	\$15.00
BBQ Grills: Per item per collection	\$25.00
Flooring: Per item per collection	\$50.00
Special:	Total cost agreed upon by the customer and Contractor

Ordinance No. 16-2024 allows annual cost adjustments based on the U.S. Consumer Price Index for Water, Sewer, and Trash Collection Services (CPI-WST) not to exceed four percent (4%).