



“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.

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

**(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 \_\_\_\_\_ day of January, 2016.

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C.E. Dougan,  
Van Buren Municipal Utilities Commission Chairman

ATTEST:

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Kathy Geppert, SECRETARY