



Customer Service Policy

And

Standard Operating Guidelines

Adopted/Approved 5/21/24

CUSTOMER SERVICE POLICY

of

Centerton Utilities

I. General authority

The Centerton Waterworks and Sewer Commission has unanimously passed a resolution addressing the herein-stated customer service policy. The Centerton Waterworks and Sewer Commission have the ultimate authority and responsibility to ensure the financial health and stability of the Department. It is inherent that every customer of the Department is treated in a fair and equitable manner and that each customer pays for the services provided by the Department.

II. Definitions

- A. Hours and Address:** Centerton Utilities office hours are from 8:00am to 4:30pm. Centerton Utilities contact information is listed in the footer of each page.
- B. Applicant for service:** Any person or entity applying to Centerton Utilities for new water and/or sewer service.
- C. Department:** The public water system known as Centerton Utilities.
- D. Bad debt:** A balance that is still owed on a customer's bill 120 days after the final bill was mailed. Bad debts not collected through Act 769 of the Arkansas Legislature of 2003, will be collected through prompt referral to a contracted collection agency.
- E. Commission:** The members of the Centerton Waterworks and Sewer Commission that have been duly appointed by the City Council of the city of Centerton in accordance with state statute under Subchapter 3, Section 14-234-302, and Centerton Ordinance 15-04.
- F. Commission meeting:** The Centerton Waterworks and Sewer Commission conducts its regular monthly Commission meeting on the third Tuesday of each month at 8:30AM in the Training Room at the Centerton Utilities office. All meetings are open to the public, but anyone wishing to address the Commission must notify a Commission member, Utilities Director or the office at least THREE days prior to the Commission meeting to be placed on the agenda.
- G. Certificated Service Area:** The delineated boundary established by the Arkansas State Water Plan as administered by the Arkansas Department of Natural Resources establishing Centerton Utilities as the sole water utility provider within the service area.
- H. Cross-connection:** Any potential hazard that exists past a customer service connection that could introduce contaminants into the system's water supply. All cross-connections shall have approved backflow/back-siphon prevention devices installed at the service connection at the customer's expense.

- I. **Customer:** Any household or business that is receiving water and/or sewer supplied by Centerton Utilities.
- J. **Customer grievance:** An informal complaint generated by a customer and directed at the Department's Administrative staff. The customer must inform the staff of any suspected error or discrepancy in the billing of the customer's water usage. The staff will then investigate the customer grievance. The Utilities Director will review the grievance and completed investigation to determine the appropriate action. If appropriate, the Utilities Director and the customer will present evidence before the Commission at a regular monthly Commission meeting.
- K. **Billing Cycle:** Based upon our water system size, our billing is broken into different billing, due, late and disconnect dates called billing cycles. Depending upon your location, you will fall within one of two billing cycles. Upon your signing up for service, you will be told what cycle you belong to and the above-mentioned dates that pertain to you. In the event your location gets changed to a different billing cycle, you will be notified in writing 30 to 45 days in advance.
- L. **Delinquent:** A customer's account is considered delinquent if any portion of the account is more than 15 days past the due date.
- M. **Engineer:** A professional, certified civil engineer with extensive experience in the hydraulic design and construction of potable water systems.
- N. **Hardship agreement:** An informal written agreement between a customer of the Department and the Commission. A hardship agreement is granted when a customer has incurred a large water charge that he/she is unable to pay the current bill in full. The hardship agreement is also granted when a customer has incurred a hardship such as an illness, family death, loss of employment, etc., and is unable to pay the current bill in full. The Department will not terminate a service connection if a valid hardship agreement is in force.
- O. **Late charge:** A 10 percent assessment of the current balance that has not been received by your billing cycle's due date.
- P. **Utilities Director:** The Utilities Director is the "Operator of Record" and is responsible for all aspects of operations and maintenance (O&M) for the Department and for complying with Safe Drinking Water Act and Clean Water Act regulations. The Utilities Director is responsible for the administrative aspects of Department operations to include meter reading, billing, collections, accounting and reporting.
- Q. **Sewage Disposal Permit:** Issued by the Benton County Office of the Arkansas Department of Health Environmentalist, an affidavit of an individual promising to install the on-site wastewater (sewage) disposal system recommended by the environmentalist.

- R. **Reconnection Fee:** The reconnection fee is assessed if the service connection is terminated for delinquency.
- S. **Service connection:** The physical tap (both water and sewer), line, curbstop, meter and meter box supplied by and owned by the Department. Where the customer is required to pay for the installation of the above-mentioned equipment and to pay a security deposit to use the service connection. The Department retains full ownership and control of the service connections.
- T. **Service extension:** Any extension of Centerton Utilities' existing facilities, including the installation of meter/service connections or main line extensions.
- U. **Terminate:** To lock or cap the Department's curbstop or to remove the Department's meter for the purpose of discontinuing water service to the customer.
- V. **Theft of water:** The use of water from a meter that has been tampered with and/or had the lock removed is considered THEFT OF PROPERTY. In addition, the unauthorized use from a fire hydrant or any other hydrant connected to the public water system is also considered THEFT OF PROPERTY. The amount of water stolen can result in FELONY charges. The customer who benefits from theft of water will be held accountable, though he/she is not necessarily the person who has removed or tampered with the meter lock. The Commission will seek to prosecute any customer that is engaged in the theft of water.
- W. **User agreement:** A contractual agreement between applicants for water/sewer service and Centerton Utilities.

III. New application for service

A. UPON APPLYING FOR WATER AND SEWER SERVICE:

1. Photo ID/Driver's License must be supplied.
2. Payment in full of a meter deposit prior to connection of services. Deposits are reflected in the attached Schedule of Fees.
 - a. A waiver for a residential meter may be granted, for a homeowner only, who provides a letter of creditworthiness from another water utility.
 - b. Any account whose deposit was waived yet has a past due account three times or more within a year will be required to put up a deposit on the account.
3. A current and correct mailing address must be given, prior to connection of services.
4. An emergency contact name and phone number must be supplied.
5. Employment phone number, if applicable, must be supplied. (For emergency contact)
6. Any past due balances with Centerton Utilities must be paid in full prior to connection of services.

B. After application information and deposits are obtained:

1. Centerton Utilities' personnel will make every possible attempt to supply same-day service.
2. All accounts set up before 4:00pm should be turned on before 4:30pm. Accounts set up after 4:00pm, will likely be next day service.
3. When CU personnel arrive to turn on service, they will monitor the meter for a short period to verify it stops running, after time has been allowed for the filling of toilets and a hot water heater. If it does not stop running, we will turn the meter back off to avoid flood damage or unnecessary charges.
4. If there is a problem incurred at the time of turn on, a door hanger will be left explaining the problem. We will make every effort to offer the same day service if the problem is corrected and we are notified within a reasonable time period.
5. **All service lines and equipment after the Meter Can for water and Main Line for sewer are the responsibility of the customer.** CU personnel **CAN NOT** work on private service lines or equipment. Nor are they allowed to enter the premises to help trouble shoot problems.
6. If a problem occurs on the customer's side of the service connections, and the customer cannot repair the problem, the customer must hire a licensed master plumber to make repairs.
7. Weather conditions, snow, and ice, sometimes prohibit daily operations. CU will turn on service at the earliest possible opportunity.
8. **ONLY CU PERSONNEL ARE ALLOWED IN THE METER CAN. NO OTHER PERSONS, INCLUDING PLUMBERS, ARE AUTHORIZED TO PERFORM WORK ON Centerton Utilities' EQUIPMENT.**

Centerton Utilities does not provide Trash Service.
Please contact the city of Centerton for details.

C. Deposit Refunds:

1. Customers whose accounts have a good payment history for a period of 2 years or more may request to have their deposit refunded or applied.
2. Any account closed before the 2-year period is completed will have their deposit applied towards their final balance due.
 - a. If the payment required is more than the deposit, a balance due bill will be sent.
 - b. If the payment is less than deposit, a refund check for the remainder will be issued to the forwarding address.
3. If at any time after your deposit has been refunded your account becomes delinquent more than 4 times within one year, the account will be required to put up another security deposit.

IV. New Service, Main Line Extension Policy

- A. Meter installations and/or connections for individual applicants whose property intersects an existing water main.

1. Applicants requesting water service to property where **meters don't exist**, but water mains are present, are required to complete the following procedures prior to the installation of a water meter:
 - a. Centerton Utilities shall first confirm that an adequately sized water main exists either on the property where the service connection is to be located or across a public road from the property.
 - b. If the property is serviceable, the applicant shall obtain all the proper permits from the appropriate governing body. This will be one of five regulating agencies: city of Centerton, city of Gravette, Bella Vista POA, city of Bentonville and the Benton County Planning Department.
 1. **(Centerton)** For all installations within the corporate limits of the city of Centerton, all applications require a permit. Inspections will be performed by the city inspector.
 2. **(For all others)** Permits are required for all new construction and inspections will be performed by the governing agency's inspector. However, if the applicant is just abandoning an existing well and hooking to the public water system, no permit is required, and Centerton Utilities personnel will do the inspections.
 - c. The applicant shall then fill out the User Agreement and turn in a copy of the Sewage Disposal Permit if outside of Centerton Utilities' Sewer Collection System. All applicable fees are paid at this time: (See attached Schedule of Fees).
 - d. Within two weeks of the execution of the User Agreement, Centerton Utilities shall install the service connection within 10 feet of the road right-of-way or existing private easement nearest the water main. If city sewer service is available, Centerton Utilities will install the sewer tap at this time as well.
2. Applicants requesting water service to property where a **water tap (Dry Tap)** exists but has never had service installed are required to complete all the procedures listed above except for paragraph (a.)

B. Meter connections requiring the extension of water or sewer mains.

Applicants requesting water and/or sewer service to areas where existing Centerton Utilities mains are not present are required to complete the following steps:

1. Obtain a "Petition for Service Form" from Centerton Utilities and gather signatures of all individuals and entities who have property within the proposed service extension area and who would also like to be connected to Centerton Utilities. If the applicant is the only person or entity requesting extension of service, then refer to item 3 below.

2. Upon the completion of the petition for service, the applicant shall present the petition to the Commission. If the Commission determines that not all potential customers have been included in the petition for service, the Commission may require a written explanation as to why these individuals or entities are not included.
3. The applicant shall notify the Commission of the engineer who will provide design and inspection services. The applicant shall be responsible for all costs, including engineering fees, construction costs, and attorney's fees. Any extension outside of the certified service area of Centerton Utilities will require the applicant petitioning the Arkansas Department of Natural Resources for a service-area extension.

All preliminary engineering plans shall be reviewed by the Commission, its certified operator, engineer, and the Arkansas Department of Health prior to approval to begin construction. Upon the Commission's approval of the engineering plans and after the receipt of approval by the Arkansas Department of Health's Planning Review Branch, the Commission shall grant a service-extension agreement and notice of intent to purchase water line extension.

After terms and conditions of the service-extension agreement and notice of intent to purchase are completed, the applicant shall sell the extension, final engineering plans, right-of-way easements and all other required documentation to Centerton Utilities for a sum not to exceed \$1.00.

- C. Extensions requiring system upgrades, including the construction of new water wells, pumps, and/or tanks.

Any proposed extension that would require the upgrade of existing Centerton Utilities facilities, including its existing water mains, wells, pumps, tanks, or sewage treatment facilities, shall be included in the proposed project. Applicants will be required to fully pay all costs, including necessary upgrades to Centerton Utilities' existing facilities.

- D. Exceptions, administrative orders

Centerton Waterworks and Sewer Commission cannot extend service, connect existing meters for new service, or install new customer meter connections if the water system is near or over capacity and/or if the State has issued an administrative order prohibiting the extension, connection, or installation of new customer service. Only after Centerton Utilities has complied with the conditions of such an administrative order can the Commission authorize the extension, connection, or installation of new customers.

V. Collection Policy

- A. Collection of customer utility payments

Customers of Centerton Utilities should receive a current monthly statement detailing current and past-due water/sewer charges shortly after due date for

their billing cycle of each month. **If a customer does not receive a monthly statement, it is the customer's responsibility to contact the administrative staff so that another bill can be mailed. Failure to receive a monthly statement does not relieve the customer of any payment obligations, including accrued late fees, nor prevents the termination of service.**

B. Grievances, payment-extension agreements, and hardship agreements

1. Customer grievance

If a customer has a dispute regarding a current bill, the customer must contact the administrative staff to inform them of the discrepancy. The administrative staff will investigate the merits of the complaint and will notify the Utilities Director of any findings. (The administrative staff cannot under any circumstances adjust a utility bill without approval). The Utilities Director will review the findings to determine resolution. The customer will then be informed of the resolution. If the customer does not agree with the resolution, they may request to be placed on the agenda for the next Commission meeting, at least 3 days beforehand. The Commission will act on testimony from both the administrative staff, Utilities Director and the customer at the Commission meeting and will make any adjustments accordingly. No late charges or service charges will be assessed after a grievance has been filed. Upon a ruling of the grievance by the Commission, the customer has until the end of the month to pay the balance in full. If the balance is not received by the administrative staff by the end of the month of the ruling, applicable late charges and/or service charges will be assessed.

2. Hardship payment agreement

If a customer incurs any type of hardship, including a high water bill due to a leak, loss of employment, loss or damage of property caused by fire or natural disaster, death or illness of family, or any other catastrophe that hinders the customer's ability to pay his/her full monthly bill, the Office Manager may grant a hardship payment agreement. The hardship payment agreement will be granted only if the entire customer's past-due balance has been previously paid. The hardship payment agreement stipulates that at least 1/6th of the current hardship amount along with subsequent monthly utility bills be paid before the due date of each month. The remaining balance of the customer's bill is not forgiven or adjusted but carried over each month with no accumulation of late charges, provided that the customer pays at least the minimum stipulated in the hardship payment agreement before the due date of each month. The hardship payment agreement is granted for a maximum term of six months. Failure to make the minimum payment stipulated in the hardship payment agreement by the due date each month will result in the automatic termination of the hardship payment agreement. Twenty-four calendar months must elapse before a customer may request another hardship payment agreement, whether the agreement's promises have been fulfilled by the customer.

C. Proof of payment

1. If a customer has a dispute regarding the proper credit and posting of a water payment, the customer must provide acceptable proof of payment. Proof of payment may consist of one of the following:

Bank canceled check

Centerton Utilities payment receipt

Statement and photocopy of canceled money order from company issuing money order. (A money order receipt is not proof that the payment was made. This receipt is only proof that a money order was purchased. The customer should always retain their receipt to request a trace from the company issuing the money order.)
2. It is the responsibility of the customer to notify the administrative staff of any discrepancy, including an improperly credited or missing payment. The administrative staff will notify the customer if they cannot find or solve the problem. The customer must appear before the Commission and provide proof of payment or request additional time to obtain proof. The undisputed portion of the water statement should be paid before the billing cycle due date.

VI. Payment, Billing and Cutoff policy

A. Payment Options

1. Cash, Check, Money Orders and Credit/Debit Cards are accepted at the Centerton Utilities' Office. *(Convenience Fees Apply on Credit/Debit Cards)*
2. Credit/Debit Cards are accepted on our web site. *(Convenience Fees Apply)*
3. Payments can be mailed to Centerton Utilities at the mailing address listed below. *(Please DO NOT mail cash)*
4. After hours, payments may be left in the drop box at the Centerton Utilities office. *(Please DO NOT leave cash in the drop boxes)*
5. As an added convenience, we also offer "Automatic Bank Drafts".

B. Billing, late assessments and cutoff notices

1. Once water meters are read, reports are ran to determine if any accounts need to be hand read, checked for high and low reads, and much more.
2. After all accounts are manually checked for accuracy, those bills are then processed and mailed out.
3. If any of the dates listed below falls on a weekend or federal holiday, the effective date will be the next workday afterwards.
4. These bills are then due by the billing cycle due date of the following month. Accounts not paid by the due date become "Past Due" and a 10% penalty/late fee is assessed.

5. After late fees have been assessed, the billing charges are generated, statements are mailed which will include a disconnection notification box on the customer's statement if their account is delinquent and subject to disconnect.
6. All "Past Due" accounts not paid within 15 days of the due date are subject to disconnect.
7. Once a work order has been created to disconnect service for non-payment of the service a \$30 "Reconnect Fee" added to the total amount due, which must be paid in full along with all other charges before service is re-established.
8. Failure for a customer to receive a water/sewer statement does not waive the customer's responsibility to pay all charges included in the statement, nor is this grounds for not charging late charges, service charges, or terminating service.

C. Dishonored Checks and Bank Drafts:

1. There is a \$30 fee for returned/refused funds.
2. When a check is returned or a draft is refused for nonsufficient funds, the customer will be notified in writing of the issue and will be given five working days to provide cash, money order or debit/credit card payment only, for the exact amount of the original payment and the \$30 fee.
 - * If remittance is not provided within that time frame, the meter will be disconnected and an additional \$30 reconnect fee will be added to the total balance.
 - * Payment in full will be required before the service is turned back on.
3. Any account that has funds returned more than twice in a one-year period shall revert to a cash only account. This includes "Auto Drafted" accounts as well.
4. At that time, remittance will be required to be "Cash", "Credit/Debit Card", "Money Order" or "Cashier's Check" for a period of one year. If a good payment history is reestablished over that one-year period, the account will revert to all payment options available.
5. If the account falls back into dishonored status for a second time, the account will then revert to a "Cash", Money Order" or "Cashier's Check" only account from that point forward.

D. Delinquent collections

Centerton Utilities field personnel are not bonded therefore are not allowed to receive payments to prevent disconnection of service once the process has started. If the customer arrives at the office to pay their bill after the work order has left the office, the reconnection fee will still be charged.

E. Termination of service

1. If a delinquent customer has had his/her service connection terminated, they must make full payment of current charges, past-due charges, late charges, and service charges, to include a \$30 reconnection fee. If the customer pays online through their web account, they need to contact Centerton Utilities by phone to alert them that a payment has been made to reconnect their service. After full

payment has been received, the delinquent customer can expect his service connection to be restored by the end of the day.

2. If a delinquent customer who has had his/her service connection terminated but is receiving water through a meter that has had its locking device tampered with or removed, the Commission will file criminal theft of water charges against the customer. The Commission will also immediately file a civil lawsuit against the customer to seek a judgment to recover all current and past-due water charges, late charges, service fees, charges for damage to the lock and/or meter, and any applicable court costs.

F. Bad debts

1. If a delinquent customer has not paid his full balance within 10 days after termination of service, the administrative staff shall apply the deposit held on file for the customer. Any remaining balance will be billed and mailed to the customer.
2. If no response is received from the customer, Centerton Utilities will attempt to collect any remaining balance using Arkansas Law Act 769 of 2003.
 - A. Arkansas State Law Act 769 of 2003 states: When a person who is delinquent of payment of an undisputed bill for water service provided by a water system within the state, moves into another area of this state, and that person applies for or receives water from another water system, if the person's 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.
3. If the customer cannot be found using Act 769 and after 120 days of mailing the final balance and the account still has not been settled, the administrative will forward all information to the Commission's debt collection service for processing.
4. If a customer owing a bad-debt balance has had his/her deposit applied against the outstanding balance, and the customer wants to have service restored, the customer will be required to complete another water user agreement, pay any outstanding balances, and post a security deposit equal to twice the amount of the applicable user class deposit for residential, commercial, or industrial customers.

VII. Meter Information, Customer Installations and Damaged Centerton Utilities Property

A. Meter Information

1. The water meters we are using are an electronic unit that is read by computer via a radio signal transmitted to a receiver in the truck. You will rarely see Centerton Utilities personnel in your meter can.

2. These meters cost between \$250 and \$2,000 depending on the size. Customers and/or the plumber working on your service may enter the meter can only for the purpose of turning the meter off or on in an emergency or repair situation. Any other reason for entering the meter can must be authorized by Centerton Utilities. Any damage to the meter or meter can will be charged to the customer.
3. Please be careful around the meter can while mowing as this is our number one cause of damage. The equipment is very sensitive and easily damaged with lawn mowers, brush mowers and vehicles.
4. Your cooperation will help keep costs down and prevent possible damage charges to you.
5. Please be aware of weather conditions as well. Meter cans that have damaged or a missing lid is our number one cause of damage in the winter. Meter-can lids hold ground heat in. Freezing will occur if the lid is missing. If you see yours is missing or damaged, please contact our office.

B. Meter Reading

1. All meters are read monthly.
2. Estimating of bills occur rarely. These are some possible reasons.
 - a. Weather conditions. (Snow or Ice, but not rain)
 - b. Vicious animals in confines of the meter. In this event, you will be contacted to rectify the problem.
 - c. Other unforeseen circumstances are very rare.
3. Dead meters (battery in radio has gone dead) will be replaced as soon as possible. However, your meter will be hand read in the meantime.
4. If a problem is detected at the time of meter reading, such as high usage or possible leak, if circumstances allow, Centerton Utilities personnel may leave a door hanger to notify you of the problem. It will be your responsibility to contact Centerton Utilities to ascertain what the problem is.

C. Sewer Relief

1. From time-to-time leaks happen. In the event of a water leak on the customer's side of the meter, and the customer is on city sewer, it may be possible to receive relief on the sewer bill. Below is a list of criteria required to qualify for this relief.
 - a. Relief is **ONLY** given if it can be proven that the water did not go down the drain and into the city sewer system. The water must have gone out on or into the ground.
 - b. Leaking toilets are the number one leak experienced by customers. This **DOES NOT** qualify for sewer bill relief. The water did indeed go into the sewer system.
2. It is the customer's responsibility to contact the office and request relief on their bill. Once the request has been made, it will be investigated to determine what has transpired. If it is proven the water did not go into the sewer system, all findings will be presented to the Utilities Director for a final decision. The customer will be notified shortly thereafter. While the customer is waiting for the final determination, there will be no late fees assessed to their account. If the

customer disagrees with the decision, they may appeal the findings to the Commission for further review.

3. Customers that do not have a separate meter for irrigation purposes and fill their swimming pool with city water may request relief. Relief is calculated by using the dimensions of the pool to determine the volume of water. This amount is then deducted from the sewer portion of the customer's bill. It is the customer's responsibility to request this type of relief annually. The customer's average sewer usage from the last 6 mos. is calculated and they must meet that average first.
4. Customer may only request relief only once within a 12-month period.

D. Defective Meters

Defective Meters rarely occur. If this does happen, there are a few steps that will be taken when billing a customer.

- a. It must first be proven that a meter is defective.
- b. A defective meter is clearly identified by the mismatching of the radio reads and the actual dial reads on the meter itself.
- c. If a defective meter has been identified and the reading is incorrect, the bill will be adjusted only if it is more or less than the average usage.
- d. If the usage indicates high or low usage due to the malfunction, the customer will be billed his/her average usage, and the meter will be replaced.
- e. The staff will do this by identifying, through the customer's usage records, when the malfunction started occurring. The staff will then calculate the customer's average usage for the prior year, before the malfunction, and bill the customer for that amount.
- f. The Commission will receive a report of this occurrence at their next regularly scheduled meeting.

E. Customer Equipment Requirements

The customer is required to follow all state of Arkansas and the city of Centerton plumbing regulations. In addition to these regulations, Centerton Utilities requires the equipment listed below to be installed on the customer's side of the service connection.

- a. First the customer is required to have a shut off valve installed in a curbside box within two feet of the meter can. This is the customer's valve and allows them to shut off service right at the source in the event of a leak either in the yard or house.
- b. Second, the customer is required to have a pressure regulating valve installed within their system, inline before the water reaches any apparatus. It is preferred and recommended that this PRV be installed next to the curbside shut-off to protect the yard lines as well as the house.
- c. Third, if the customer installs on outside, freeze proof hydrant, he/she must install a "Dual Check" valve just before the hydrant to prevent any contaminants from being sucked back into the system.

- d. Lastly, if the customer has an outside irrigation system, the customer is required to install and maintain an approved backflow prevention device. This will be covered in more detail below in section VIII.
- e. For more detailed instructions and diagrams, please see Centerton Utilities staff or search the Centerton Utilities' website.

F. Repair of Service Lines

As per Arkansas plumbing laws, city of Centerton and Centerton Utilities Regulations, the customer is required to maintain their equipment and service lines and repair any leaks on their system. This is required to keep lost water and dollars to a minimum. It is also required for the protection of the customer and the water system. Broken lines are a danger and may allow contaminants to enter the water lines.

Once a customer has been notified of a leak on their side of the service connection, and the problem continues for more than 30 days, the customer will not qualify for assistance with the payment under the Hardship Policy as listed in section V.B.2 above.

G. Water Relief

In the event of a water leak on the customer's side of the meter, it may be possible to receive relief on the water bill. Below is a list of criteria required to qualify for relief:

- a. The amount must be in excess of 50% of the customer's monthly average.
- b. May not be in any way relative to water used for a pool, spa or landscaping or gardening.
- c. Only eligible once a year.
- d. A rate adjustment will be calculated on the wholesale cost of the water plus 20% as the amount to be paid for water in excess of the average.

VIII. Backflow Prevention / Cross Connection Program

Cross-connections are defined as actual or potential connections between a potable water supply and a non-potable source where it is possible for a contaminant to enter the drinking water supply. External contaminant introduction diminishes the water quality in the distribution systems. Centerton Utilities has in place a Backflow Prevention / Cross-Connection Control Program adopted through city Ordinance 14-36.

Centerton Utilities works diligently at protecting its water system. For complete details of the Cross-Connection Control Program, see administrative staff for a copy of the ordinance and/or a copy of the "Cross Connection Control Manual". This information is also available on the company's web site.

IX. Implementation, enforcement, and amendments of the customer-service policy

A. Implementation

The Centerton Waterworks and Sewer Commission have resolved to fully implement this customer-service policy. All employees, contractors, and designees of Centerton Utilities will be charged with the responsibility of strictly adhering to the customer-service policy.

The Commission shall also publicly post or distribute copies of this policy to the customers immediately.

B. Enforcement

The employees, contractors, and designees of Centerton Utilities shall enforce the customer-service policy. Every customer of the Department will be required to be subject to the same customer-service policy. No preferential treatment of any customer, including members of the Commission, will be tolerated.