

# Remittance Information

Payments **received** after office hours on the due date will be subject to a 10% late penalty, regardless of payment method.

## **Pay In Person:**

Our office is open Monday through Friday from 8:00 am to 4:00 pm. For your convenience, we also have a drive through window and night drop located on the WEST side of the building.

**Pay By Phone 24/7:** 1-844-286-1784 **CONVENIENCE FEE APPLIES**

**Pay Online 24/7:** [WWW.CITYOFMTNVIEW.ORG](http://WWW.CITYOFMTNVIEW.ORG) **CONVENIENCE FEE APPLIES**

## **Pay By Mail:**

Mountain View Water Department  
P.O. Box 360  
Mountain View, AR 72560

## **Pay By Automatic Bank Draft:**

Automated bank drafts are processed the 5<sup>th</sup> day of every month. If the 5<sup>th</sup> day of the month is a holiday or weekend, the automated bank drafts will be processed the next available business day. Customers will still receive a statement by mail stating that their account has been paid by bank draft. If you would like to enroll in our automated bank draft service please come by our office or fill out the attached form and return it to our office via mail, fax, email, or in person.

**VOICE: 870-269-3293**

**FAX: 870-269-9158**

**EMAIL: [WATERDEPARTMENT@CITYOFMTNVIEW.COM](mailto:WATERDEPARTMENT@CITYOFMTNVIEW.COM)**

# **MOUNTAIN VIEW WATER & WASTEWATER DELINQUENT SERVICE DISCONNECTION POLICY**

**OUR BILLING CYCLE IS FROM THE 15<sup>TH</sup>-15<sup>TH</sup> MONTHLY. WE DO NOT PRORATE BILLS.**

**BILLS ARE MAILED THE LAST WORKING DAY OF EACH MONTH AND DUE UPON RECEIPT. BILLS NOT PAID BY THE 10<sup>TH</sup> DAY OF EACH MONTH ARE CONSIDERED PAST DUE AND WILL BE ASSESSED A PENALTY EQUAL TO 10% OF THE PAST DUE BALANCE. IF YOU HAVE NOT RECEIVED YOUR BILL BY THE 10<sup>TH</sup> PLEASE CALL OUR OFFICE AND INQUIRE ABOUT YOUR ACCOUNT BALANCE TO AVOID PAYING A PENALTY. IF THE 10<sup>TH</sup> DAY OF THE MONTH FALLS ON A WEEKEND OR HOLIDAY CUSTOMERS WILL HAVE THE FOLLOWING BUSINESS DAY TO PAY WITHOUT PENALTY.**

**DISCONNECT NOTICES ARE MAILED BY THE 15<sup>TH</sup> DAY OF EACH MONTH FOR ANY DELINQUENT ACCOUNT. CUSTOMERS HAVE UNTIL THE 24<sup>TH</sup> DAY OF EACH MONTH TO PAY THEIR BILL IN FULL. THE 25<sup>TH</sup> DAY OF EACH MONTH WILL BE THE SERVICE DISCONNECTION DATE. IF THE 25<sup>TH</sup> DAY OF THE MONTH FALLS ON A WEEKEND OR HOLIDAY THE SERVICE DISCONNECTION DATE WILL BE THE FOLLOWING BUSINESS DAY.**

**DELINQUENT FEES WILL BE ADDED TO DELINQUENT CUSTOMER ACCOUNTS AT THE TIME THE DISCONNECT LIST IS PRINTED. THE DISCONNECT LIST IS PRINTED 8:00 A.M. ON THE 25<sup>TH</sup> DAY OF EACH MONTH. IF THE 25<sup>TH</sup> DAY FALLS ON A WEEKEND OR A HOLIDAY THE LIST WILL BE PRINTED 8:00 A.M. THE FOLLOWING BUSINESS DAY. EVERY ACCOUNT ON THE DISCONNECT LIST WILL BE ASSESSED THE DELINQUENT FEE. DELINQUENT FEES INSIDE CITY ARE \$30.00 AND OUTSIDE CITY ARE \$40.00. THESE AMOUNTS ARE SUBJECT TO CHANGE.**

**ON DISCONNECTION DAYS A CUSTOMER'S ENTIRE ACCOUNT BALANCE IN ADDITION TO THE DELINQUENT FEE MUST BE PAID IN FULL TO ENSURE SERVICE IS NOT DISCONNECTED.**

**IF SERVICE IS DISCONNECTED DUE TO NON-PAYMENT THE MOUNTAIN VIEW WATER DEPARTMENT RESERVES THE RIGHT TO ALLOW UP TO TWO BUSINESS DAYS FOR RECONNECTION AFTER THE ACCOUNT BALANCE AND DELINQUENT FEE HAVE BEEN PAID.**

**PAYMENT ARRANGEMENTS MAY BE AVAILABLE AND MUST BE PROCESSED THROUGH OUR OFFICE BEFORE THE DISCONNECTION DATE. NO PAYMENT ARRANGEMENTS WILL BE PROCESSED ON THE DISCONNECTION DATE.**

**WATER METERS AND/OR LOCKING MECHANISMS ARE PROPERTY OF MOUNTAIN VIEW WATER DEPARTMENT. A FEE OF \$100.00 WILL BE CHARGED FOR METER TAMPERING.**

## **EFFECTIVE OCTOBER 1, 2023**

# Automated Bank Draft Application



Application Date: \_\_\_\_\_

Auto Pay Begins: \_\_\_\_\_

I authorize the Mountain View Water Department to initiate a monthly automated bank draft to pay for my water, sewer and/or garbage services.

Customer Name: \_\_\_\_\_

Utility Account Number: \_\_\_\_\_

Utility Service Address: \_\_\_\_\_

Daytime Phone Number: \_\_\_\_\_

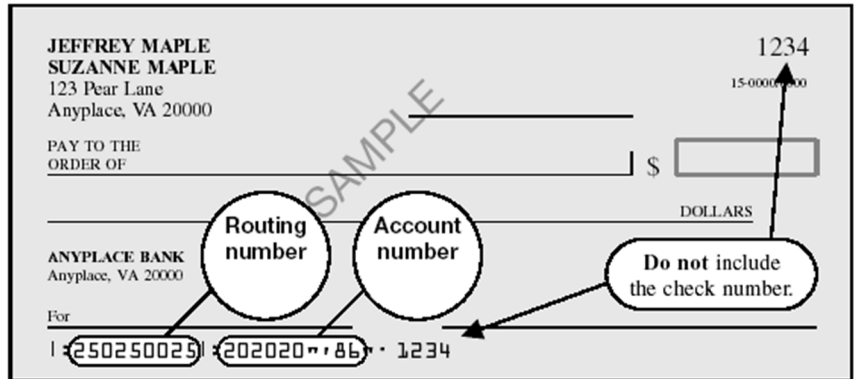
Customer Bank Name: \_\_\_\_\_

MY ROUTING NUMBER IS:

\_\_\_\_\_

MY ACCOUNT NUMBER IS:

\_\_\_\_\_



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

\_\_\_\_\_  
OFFICE CLERK SIGNATURE

Please Return Completed form to: Mountain View Water Department

Mailing Address: P.O. Box 360  
Mountain View, Arkansas 72560

Office Location: 411 W. Main St.  
Phone: 1-870-269-3293

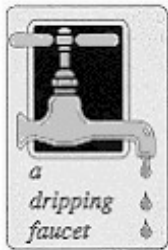
Fax: 1-870-269-9158  
Email: [waterdepartment@cityofmntview.com](mailto:waterdepartment@cityofmntview.com)

# IF YOUR WATER BILL SEEMS HIGH...

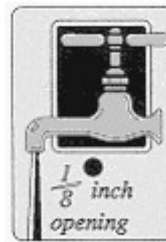
Don't Blame your Water Department.

Dripping faucets and other leaks

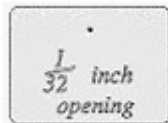
## WASTE WATER



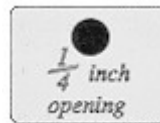
A dripping leak consumes:  
15 gal. per day  
450 gal. per month.



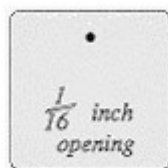
A 1/8 in. leak consumes:  
3,806 gal. per day  
114,200 gal. per month.



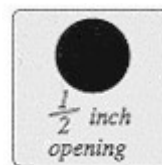
A 1/32 in. leak consumes:  
264 gal. per day  
7,920 gal. per month



A 1/4 in. leak consumes:  
15,226 gal. per day  
456,800 gal. per month.



A 1/16 in. leak consumes:  
15 gal. per day  
450 gal. per month.



A 1/2 in. leak consumes:  
60,900 gal. per day  
1,827,000 gal. per month.

For More Information Contact The

Mountain View Water Department

VOICE: 870-269-3293

FAX: 870-269-9158

# Rate Information

Water rates will vary depending on where you are in the system. Rates for the new extension areas or outside the city limits will be slightly higher than the inside city rates. If you live in a city or water association area receiving wholesale water service, your rates are determined by that city, not the City of Mountain View.

## Sewer Rates

First 1000/gal	\$11.47 <b>(Minimum)</b>
Over 1000/gal	\$ 2.17 per 1000/gal

## Water Rates

	<b>Inside City Limits</b>	<b>Outside City Limits</b>
First 1000/gal	\$8.56 <b>(Minimum)</b>	\$12.84 <b>(Minimum)</b>
1001-4000/gal	\$4.04 per 1000/gal	\$6.06 per 1000/gal
4001-8000/gal	\$3.77 per 1000/gal	\$5.66 per 1000/gal
Over 8000/gal	\$3.39 per 1000/gal	\$5.09 per 1000/gal

### **Herpel Road Extension**

First 1000/gal	\$21.05 <b>(Minimum)</b>
Over 1000/gal	\$7.05 per 1000/gal

### **Highway 87 Extension**

First 1000/gal	\$20.35 <b>(Minimum)</b>
Over 1000/gal	\$6.36 per 1000/gal

### **Line extension rates for new service areas are determined by the following:**

The number of taps (users) to be serviced by the extension.

The amount of grant money received for the extension project.

The debt service amount, or the minimum amount that must be collected to repay the loan portion

# Meter Deposit & Tapping Fees

## Meter Deposits

### Inside City Limits: **Residential**

Water: \$50.00

Sewer: \$50.00

### Outside City Limits: **Residential**

Water: \$75.00

Sewer: \$75.00

### Inside City Limits: **Commercial**

Water: \$75.00

Sewer: \$75.00

### Outside City Limits: **Commercial**

Water: \$75.00

Sewer: \$75.00

**A meter deposit is required for every meter on the Mountain View Water System. No "floating" deposits are allowed. Meter deposits must be paid in full before service is connected.**

## Tapping Fees

### Water Taps:

3/4" Tap: \$650.00 **or cost.**

1" Tap: \$850.00 **or cost.**

### Sewer Taps:

\$200.00 or cost.

**If a street cut is necessary to provide service, the actual cost of cutting and repairing the street will be charged to customer in addition to the regular tapping fees.**

**\*\*If paying by check: Meter Deposit Fees and Tapping Fees must be paid separately\*\***

Stricken language would be deleted from and underlined language would be added to the law as it existed prior to this session of the General Assembly.

Act 360 of the Regular Session

1 State of Arkansas  
2 86th General Assembly  
3 Regular Session, 2007

A Bill

HOUSE BILL 1607

4  
5 By: Representative Hoyt  
6  
7

8 **For An Act To Be Entitled**

9 AN ACT TO AMEND THE PROCEDURE FOR THE COLLECTION  
10 OF DELINQUENT MUNICIPAL, COUNTY, DISTRICT, OR  
11 RURAL WATER OR WASTEWATER BILLS; AND FOR OTHER  
12 PURPOSES.  
13

14 **Subtitle**

15 AN ACT TO AMEND THE PROCEDURE FOR THE  
16 COLLECTION OF DELINQUENT MUNICIPAL,  
17 COUNTY, DISTRICT, OR RURAL WATER OR  
18 WASTEWATER BILLS.  
19  
20

21 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:  
22

23 SECTION 1. Arkansas Code § 14-234-601 is amended to read as follows:  
24 14-234-601. Definitions.

25 ~~For purposes of~~ As used in this subchapter:

26 (1) "Water association" means any ~~corporation~~ entity organized  
27 under the laws of the State of Arkansas, whether for profit or not for  
28 profit, that provides, distributes, transmits, treats, pumps, or stores raw  
29 or potable water ~~to or~~ for the benefit of members of the general public or  
30 commercial, industrial, and other users; and

31 (2) "Water system" means any entity that provides, distributes,  
32 transmits, treats, pumps, or stores raw or potable water, wastewater, or  
33 sewage ~~to or~~ for the benefit of members of the general public and commercial,  
34 industrial, and other users, including, without limitation, the following  
35 entities that perform such activities:





- 1 (A) Municipalities;  
2 (B) Counties;  
3 (C) Public facilities boards;  
4 (D) Public water authorities;  
5 (E) Central Arkansas Water;  
6 (F) Regional water distribution districts; and  
7 (G) Water associations.  
8

9 SECTION 2. Arkansas Code § 14-234-602 is amended to read as follows:  
10 14-234-602. Liability.

11 Any person who is delinquent on the payment for water, wastewater  
12 service, or sewer service provided by a water system may be held liable, at  
13 the discretion of ~~the court~~ a court of competent jurisdiction, for attorney's  
14 fees and costs incurred in the collection of the delinquency.  
15

16 SECTION 3. Arkansas Code § 14-234-603 is amended to read as follows:  
17 14-234-603. Refusal of water service for delinquency.

18 ~~When~~ If a person who is delinquent on the payment of an undisputed bill  
19 for water service, wastewater service, or sewer service provided by a water  
20 system within this state moves into another area of this state and that  
21 person applies for or receives water from another water system, if the  
22 person's former water system establishes that there is no dispute that the  
23 delinquent amount is properly due and owed by that particular individual in  
24 that amount, the new water system shall refuse to provide water service to  
25 the delinquent person until the person provides proof of curing the  
26 delinquency.  
27

28 APPROVED: 3/19/2007  
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36



# Miscellaneous Information

## New Account Set-Up

### **New Home Construction:**

To establish an account in your name for a newly constructed home, the customer must have a plumbing inspection performed by the City of Mountain View's Planning & Zoning Officer. Following approval from the Planning & Zoning department, a service agreement must be filled out and a meter deposit is required.

### **New Ownership of Existing Home:**

A service agreement must be filled out and a meter deposit is required.

### **Rental Properties:**

**Landlords:** A meter deposit is required for all rental properties that you wish to have services connected. No "floating" deposits are allowed.

**Renters:** A service agreement must be filled out and a meter deposit is required.

## Service Calls/Charges

All service calls other than disconnects and reconnects will be assessed a charge of \$10.00 (Inside City Limits) or \$15.00 (Outside City Limits). These service charges may be applied with or without notice to customer's account.

## Billing & Collection Procedures

Water and Sewer bills are based on the water consumption through your water meter. The water meters are read on or about the 15<sup>th</sup> day of each month. Your bill is mailed out on the last working day of each month. Payment is due no later than the 10<sup>th</sup> day of the following month. Any payments made after the due date are subject to a 10% late penalty. Any accounts not paid by the due date will be sent a reminder notice by mail. If the bill is not paid in full by the 24<sup>th</sup> of each month delinquent fees will be assessed and entire account balance is due. Delinquent service disconnection date will be on the 25<sup>th</sup> of each month. Once disconnected, please allow up to **TWO BUSINESS DAYS** for services restoration after account balance has been paid in full. Please see delinquent shut off policy for more details.

By completing a service application and activating utility service you understand and agree to comply with the Mountain View Water Department's Terms of Service.

# Non-Discrimination Statement



The Nondiscrimination Statement (shown below) is required to be posted in your office as well as included in full, on all materials produced for public information, public education, and public distribution both print and non-print.

## Non-Discrimination Statement

***“This institution is an equal opportunity provider and employer.”***

***If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).”***

**If the material is too small to permit the full statement to be included, the material at a minimum includes the statement in print size no smaller than the text that “**This institution is an equal opportunity provider and employer.**”**

# GARBAGE RATES & ASSOCIATED FEES

<b>HAND PICK-UPS</b>	
<b>INSIDE CITY</b>	<b>RATE/MO.</b>
STANDARD RES.	\$15.74 6 BAGS
RESIDENTIAL 65+	\$9.44 6 BAGS
BUSINESS	\$23.60 6 BAGS
<b>OUTSIDE CITY</b>	<b>RATE/MO.</b>
STANDARD RES.	\$26.75 6 BAGS
BUSINESS	\$47.21 6 BAGS
<b>DUMPSTER PICK-UPS</b>	
<b>INSIDE CITY</b>	<b>RATE/MO.</b>
3 CU. YARD	\$62.94
4 CU. YARD	\$78.68
6 CU. YARD	\$94.41
8 CU. YARD	\$ 110.15
EACH ADDITION PICK-UP, PER WEEK, SHALL INCREASE ABOVE LISTED CHARGE BY \$44.06 PER MONTH	
<b>OUTSIDE CITY</b>	<b>RATE/MO.</b>
3 CU. YARD	\$125.88
4 CU. YARD	\$157.35
6 CU. YARD	\$188.62
8 CU. YARD	\$220.29
EACH ADDITION PICK-UP, PER WEEK, SHALL INCREASE ABOVE LISTED CHARGE BY \$88.12 PER MONTH	

# Garbage Reduction Application



I, \_\_\_\_\_, hereby affirm that I am at least 65 years of age or older and:

- Live alone
- Live with my spouse
- Live with another person age 65 or older
- I am the head of the household

This form entitles the above listed applicant to receive a reduction on sanitation pick-up at **primary** place of residence.

Account Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

Effective Date: \_\_\_\_\_

Office Clerk: \_\_\_\_\_

# Sanitation Work Order



Type of Service: \_\_\_\_\_

Date Taken: \_\_\_\_\_

Date Effective: \_\_\_\_\_

Account Name: \_\_\_\_\_

Account Number: \_\_\_\_\_

Account Service Address: \_\_\_\_\_

Account Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact Telephone: \_\_\_\_\_

## Dumpster

Size

Pickups

\_\_\_\_\_

\_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date \_\_\_\_\_

Water Dept. Clerk: \_\_\_\_\_ Date \_\_\_\_\_

Sanitation Supervisor: \_\_\_\_\_ Date \_\_\_\_\_