

# PINE BLUFF WASTEWATER UTILITY

1520 SOUTH OHIO STREET, PINE BLUFF, AR 71601  
 Telephone: (870) 535-6603 / Fax: (870) 535-6243 / Website: pbwastewater.com  
 General Manager: Ken Johnson

## CUSTOMER SERVICE BULLETIN

### MISSION

We are committed to providing our customers with efficient, reliable service while protecting the public health and maintaining a clean environment.

### AT A GLANCE

14,957 Customers  
 450 Mile Pipeline and 7,696 Manholes  
 50 Pump Stations (48 SCADA Monitoring)  
 24 Hour Service / 7 Days a Week / 365 Days a Year  
 51 Employees

### RESIDENTIAL RATES: EFFECTIVE MAY 2017



#### **Complete an Application for Water Service with Liberty Utilities of Arkansas & Sewer Service through Pine Bluff Wastewater Utility.**

**New Customers** are charged a basic monthly rate of \$20.26 and One-Time fee of \$30.56 that is **not** refundable. The monthly rate is based on the average water consumption used by all customers. If you contact us, after three (3) complete months of service, we will be able to see a pattern of usage and determine if an adjustment should be made on your sewer charge.

**Existing Customers** are charged based on the average water usage from November to April. In May, your residential sewer bill is re-averaged to determine your basic sewer rate for the next twelve (12) months.

**How are bills calculated?** Bills consist of two parts (Service Charge & Volume Charge). Effective May 2017 rates will be as follows:

<u>Service Charge</u> (Based on meter size)		<u>Volume Charge times Ccf</u> Residential \$1.95		<u>Sample Sewer Bill</u>
<u>Meter Size</u>	<u>Monthly Charge</u>	The volume charge is multiplied by the amount of water (Ccf) that has flowed thru the water meter in one month.		If a customer's average water usage from November to April is 10 Ccf or 7480 gallons, the monthly sewer bill will read as follows:  \$4.65 [Service Charge] + \$19.50 [Volume Charge of 1.95 x 10 Ccf] = \$24.15 Total Amount billed for Sewer
5/8"	\$4.65			
3/4"	\$6.53			
1"	\$9.31			
Most Residential customers have a 5/8" meter.		<b>For Your Information:</b> Centum Cubic Feet (Ccf) (1 Ccf = 748 Gallons of water)		

**Why are sewer charges based on a six-month winter average?** Answer: Fairness. This method more accurately reflects the household water usage which enters the sewer system. During the months of November through April, almost all of the water entering a residence goes down the drain and into the sewer system. During the summer more outside watering occurs (i.e. lawns, washing car, gardens or filling swimming pools) which does not enter the sewer system. (Normally, less water is used in the winter than in the summer so this billing method saves the customer money.)

**Usage per household** varies depending on the family size, appliances, & condition of the plumbing fixtures. The average consumption for 1 person is 4 Ccf per month or 100 gallons of water per day.

**Leaks in the winter could impact your sewer rates.** Adjustments can be made depending upon the type of problem, how long problem existed, proof of repair (such as plumber invoice) or purchase receipts for supplies and verification that the consumption has returned to the normal range (levelized). Adjustments can only be made within a 12 month timeline. \*Free Leak Detection kits are available.

**Stoppage, blockage or back-up?** Call us before you call a plumber. Let our trained professionals check the lines at no cost to you.

**Questions about your sewer bill?** Customer Service Representatives are available at (870) 535-6603 or you can visit us in person.

**Our Main Office** is conveniently located at: 1520 South Ohio Street (near Harding) Pine Bluff, AR 71601.

**Regular Business Hours:** Monday-Friday from 8:00am to 5:00pm

**For Service After Hours:** Emergency Assistance is always available by calling (870) 535-6603.