

BATESVILLE WATER UTILITIES, 500 E Main St, PO Box 2375 PH **870-698-2415** FAX 870-698-2408

Office Hours: Mon – Fri 8:00 AM – 5:00 PM (except holidays) *AFTER HOURS: PH# 870-698-2444*

No fee Phone PAY Utility Bills 866-282-1250

RATES AND REGULATIONS FY 2024

CITY OF BATESVILLE ORDINANCE 2023-12-12

FIRST 1000 GALLONS – MINIMUM WATER RATES:

Meter Size	8"	6"	4"	3"	2"	1"	3/4" or 5/8"	1/2"
Inside City	\$1914.35	\$1101.56	\$502.89	\$287.36	\$119.74	\$29.58	\$11.98	\$11.98
Outside City	\$2992.30	\$1719.96	\$786.03	\$449.36	\$187.35	\$46.48	\$18.70	\$18.70

Water Rates Inside City			Water Rates Outside City			
Min.	1,000 gallons	\$11.98 ie 3/4"	Min.	1,000 gallons	\$18.70	RockMoore Rates
Next	99,000 gallons	\$4.60/1000	Next	99,000 gallons	\$5.76/1000	converts to Batesville
Next	1,900,000 gallons	\$3.50/1000	Next	1,900,000 gallons	\$4.38/1000	01-01-2022 same as inside city
Over	2,000,000 gallons	\$2.75/1000	Over	2,000,000 gallons	\$3.44/1000	

Water portion of bill is calculated based on water usage. The meter is read in terms of hundreds of gallons. Meters are read starting the first working day of the month. The date of your meter reading is noted on your bill as the service end date of the service period.

Residential Sewer Rates are based on 4 mo. Dec-Mar winter avg. Otherwise billed 1 to 1

Sewer Rates Inside City			Sewer Rates Outside City		
Min.	1000 gallons	\$15.53	Min.	1000 gallons	\$19.41
Over	1000 gallons	\$5.03/1000	Over	1000 gallons	\$6.27/1000

Residential **Sewer** bills are determined by average wintertime (Dec, Jan, Feb & March) water consumption. If there is no wintertime average, sewer usage is determined by the **actual** water usage.

City Garbage + Tax (Res)	City Garbage + Tax (Comm)	SR. Reduced +Tax (Res >65 -\$20,000)
\$16.36+ tax a month	\$17.68 + tax a month (Curb side)	\$10.32 + tax a month Extra Can \$8.01

(Dumpster costs vary with size and number of pick-ups per month)

TREE LIMBS AND OTHER ITEMS OTHER THAN TRASH BAGS, TO BE PICKED UP, CALL CITY HALL: 870-698-2400

OUTSIDE CITY TRASH PICKUP PH# 870-793-8862

Miscellaneous Fees

Deposit Home owner \$50.00 water \$50.00 sewer	Deposit Rental/lease or lease to own \$75.00 water \$75.00 sewer
Connect Fees \$20.00	Emergency/After-Hours Connect additional \$50.00
Collection Call for Non-Payment	\$20.00 PER TRIP
Disconnect Fee/Reconnect Fee (disconnected for non-payment)	\$40.00
Returned Check Fee – can be up to	\$60.00

***** 10% late charge added to past due balance. **Bills** are considered past due after the **20th** of each month*****

Payment of Water Bill(s) Options

1. In house: Cash, Check, or Debit/Credit Cards. (ph in charge: \$1.25)
2. Drive-Up Window (behind building)
3. Auto Bank Draft (on or around the 10th of each month no/charge)
4. Bank Pay (can take up to 14 days)
5. Online internet pay cityofbatesville.com\utilities- no charge
6. Pay by Phone Pay 866-282-1250 no charge.
7. 24 hr pay Kiosk (just past Drive-up Window)

Payments must be In our office by the 20th to avoid the past due penalty.

BILLS are mailed to customers on the **last** working day of the month. If you do not receive your bill by the 5th of the month, please call the Water office (870-698-2415) ext #1 & inquire about your account. First bill can take 2 months to bill.

A **DEPOSIT** appropriate for the area of connection shall be paid **before** service is connected. When a customer moves, the deposit is either transferred to the new residence *OR* applied to the final bill when service is disconnected. After a deposit is applied to a final bill, any refund will be mailed to the customer at the forwarding address given at time of disconnection.

IF IT IS NECESSARY TO DISCONNECT SERVICE FOR NON PAYMENT: PAST DUE BILL PLUS A \$40.00 DISCONNECT/RECONNECT FEE. THIS MUST BE PAID BEFORE SERVICE WILL BE RESTORED.

AFTER 5 p.m. CONNECTS/RECONNECTS: \$90.00 - OVERTIME CHARGES WILL BE ASSESSED.

OTHER UTILITIES & SERVICES: Summit Utilities	Entergy	Ind. Co. Garbage	Optimum Cable
AR One Call: 1-800-482-8998 1-800-992-7552	1-800-368-3749	870-793-8862	870-793-7277