



VACATION POLICY FOR IRRIGATION METERS

To avoid a minimum charge during the colder months, in-ground irrigation systems and frost-free hydrants may be put on “vacation” status during winter months of inactive use when customers wish to stop watering.

When a customer decides to no longer use the irrigation/hydrant service, the customer should call the customer service department at Rogers Water Utilities to request the meter be placed on “vacation” status. The “vacation” status of irrigation systems/hydrants is not automatic; If RWU is not contacted by the customer to request “vacation” status for irrigation/hydrant meters, the customer will incur a minimum bill even if no water is used.

All irrigation/hydrant meters are read each month whether or not they are in “vacation” status. If use of a “vacation” status irrigation/hydrant meter is noted, “vacation” status will no longer apply and billed usage will be indicated on the customer’s next utility bill.

It is a customer’s responsibility to ensure the irrigation meter is turned off. The customer may turn the meter off or an agent of a sprinkler company may turn it off as they winterize the system. If RWU makes a trip to the customer’s address to turn off the meter, a service charge of \$20 will apply and the meter will be placed on “vacation” status on the date RWU turns the meter off. **However, please note, RWU is unable to winterize customer’s private lines.**

When you wish to use the irrigation/hydrant meter again, if a customer turns the meter back on, it is not necessary to call RWU; usage on the irrigation meter will be indicated on the next bill and the customer will be charged for the water used. However, if the customer wishes for RWU to turn the meter back on, a \$20 service fee will be applied on their next utility bill.

Underground sprinkler systems must have an RPZ (backflow device) installed. The RPZ must be tested once a year by an Arkansas certified backflow tester.