



New Customer Packet



Options for Account Setup

1. **Submit in person.** Complete and sign the Customer Service Agreement.*
Submit in office at 601 S 2nd St, Rogers, AR 72756. Please bring two forms of identification.
 - a. Residential accounts:
 - i. One form of identification must be a government-issued photo ID.
 - ii. Two forms of identification are required for each individual on the account.
 - b. Commercial and Industrial accounts:
 - i. One form of identification must be a government-issued photo ID.
 - ii. The other must identify the business name and tax ID (such as a W-9).
2. **Submit online.** Visit <https://www.rwu.org> and navigate to New Customers > Services and Information > Start or Stop Service.
 - a. You will be prompted to register on the RWU Customer Portal.
 - b. Then look for the option to Connect Service.
 - c. Be prepared to upload the same identification described above.
 - d. You will have the option to enroll in Auto Pay.
 - e. Completed submissions must include acceptance of the RWU terms of service.

Our office hours are 8:00 a.m.-4:30 p.m. Monday-Friday. As such, please submit all applications no later than 3:30 p.m. for same day or next day service.

New customers must pay a deposit before service can be activated. One-time fees on your first bill may include a \$20 service charge, \$25 new customer fee (water), and \$30 new customer fee (sewer).

Questions? Please call to speak to one of our customer service representatives (479) 621-1142.

*La version de acuerdo de servicio esta disponible en espanol bajo peticion.
Sin embargo la version en ingles debe ser firmada y enviarse a RWU.



Schedule of Fees, Costs, and Deposits

Utility Billing

New Customer Fees

(One-time fee for new account holders)

	<u>Water</u>	<u>Sewer</u>
Per First-Time Account Holder	\$ 25.00	\$ 30.00

Other Fees, Costs, and Deposits

NSF Check Charges	\$	35.00
Service Charge**	\$	20.00
Service Charge (Same Day)	\$	40.00
Deposit (Renter)	\$	50.00
Deposit (Homeowner)	\$	50.00
Deposit (Residential/Commercial; 1" & above)	\$	250.00
Disconnection Notice	\$	11.00
Disconnection Service Charge	\$	20.00
Late Fee (% amounts due for water and sewer)		10%
Meter Tampering (Residential & Irrigation)	\$	100.00
Meter Tampering (Contractor/Commercial/Industrial)	\$	500.00
Uncollected NSF***	\$	40.00
Unfulfilled Payment Extension***	\$	40.00

***A service charge may be applied on accounts subject to disconnection, service orders, and other services*

**** Multiple service charges apply*



Schedule of Fees, Costs, and Deposits

Construction and Engineering

Access Fees*

Water Fee, per living unit	\$300
Sewer fee, per living unit	\$300

Development Impact Fees*

Meter Size	Water	Sewer
5/8"	\$ 700.00	\$ 2,200.00
1"	\$ 1,000.00	\$ 5,000.00
1 1/2"	\$ 2,000.00	\$ 10,000.00
2"	\$ 5,000.00	\$ 15,000.00
3"	\$ 10,000.00	\$ 30,000.00
4"	\$ 15,000.00	\$ 45,000.00
6"	\$ 30,000.00	\$ 90,000.00

**Access and Development Impact Fees for "low-income housing", defined as a structure to be used as a residence or dwelling house (not a place of business) with a building permit value of \$120,000 or less, will be forty percent (40%) of the above-stated fees.*

Water Service Construction Costs

5/8" Single	\$ 1,200.00
5/8" Double	\$ 1,400.00
1" Single	\$ 1,450.00
1 1/2" Single	\$ 4,900.00
2" Single	\$ 4,900.00

Additional fees and deposits may be required if the proposed water service construction warrants extra work. Services larger than two inch are charged on a "cost basis."

Large Water Pipe Tap Costs

1" Tap	\$ 200.00
2" Tap	\$ 225.00
4" Tap	\$ 275.00
6" Tap	\$ 275.00
8" Tap	\$ 325.00
12" Tap	\$ 425.00

Sewer Pipe Tap Costs

4" Tap	\$ 325.00
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Schedule of Fees, Costs, and Deposits

Construction and Engineering

Employee and Equipment Rates

Employees

Operators	\$	40.00
Crew Leads & Supervisors	\$	55.00

Work Trucks

½ Ton	\$	35.00
1 Ton	\$	50.00
Dump Truck	\$	100.00

Heavy Equipment

Excavator	\$	75.00
Backhoe	\$	100.00
Camera Trucks	\$	125.00
Flush Trucks	\$	200.00

Plan Review Fees

<u>Submittal #</u>	<u>Minimum Fee</u>	<u>\$10,000 < Utility Construction Est. < \$50,000</u>	<u>Maximum Fee</u>
4 th Submittal	\$100	1.00% of the cost of water & sewer construction	\$500
5 th Submittal	\$200	2.00% of the cost of water & sewer construction	\$1,000
6 th Submittal	\$300	3.00% of the cost of water & sewer construction	\$1,500

Applies to all site development plans prepared by engineering consultants for private developers. Projects may include large scale developments and commercial / residential subdivisions and does not apply to projects performed under the direction of the City of Rogers, Rogers Water Utilities, or other public works entity. Does not apply to plumbing plans. Informal inquiries requiring clarification of specific items in plan review guidelines (which may be accompanied by plan exhibits for clarification) do not constitute a plan submittal and will not be considered as such.



Schedule of Fees, Costs, and Deposits

Rentals

Fire Hydrant Meter Rentals

Deposit 1" Meter	\$	200.00
Deposit 2" Meter	\$	350.00
Deposit 3" Meter	\$	500.00
Rental Charge, per day	\$	7.00
Meter Set/Service Charge (next-day service)	\$	40.00
Same-Day Meter Set/Service Charge (additional)	\$	40.00

In addition, hydrant meter water usage is billed according to the current water rates.



Water and Sewer Rates

Effective 7/1/2024

Monthly Water Rates

	<u>Inside City</u>	<u>Outside City</u>
First 1,500 gallons or portion thereof	\$ 10.61	\$ 13.58
First 1,500 gallons (senior)	\$ 4.00	\$ 5.20
Next 98,500	\$ 4.60/thou.	\$ 5.87/thou.
Next 400,000	\$ 4.08/thou.	\$ 5.21/thou.
Next 500,000	\$ 3.71/thou.	\$ 4.73/thou.
All in excess of 1,000,000	\$ 3.47/thou.	\$ 4.44/thou.

Senior rate (age 62+) applies to the primary residence and not to separate irrigation meters. Eligible customers not already receiving the discounted rate must request it.

Monthly Sewer Rates

	<u>Inside City</u>	<u>Outside City</u>	<u>Lowell</u>
Flat Rate of	\$ 16.10	\$ 21.03	\$ 19.32
In addition to (up to 100,000)	\$ 5.60/thou.	\$ 7.30/thou.	\$ 6.72/thou.
All over 100,000	\$ 5.53/thou.	\$ 7.30/thou.	\$ 6.63/thou.

Sewer rates are calculated based upon water usage.

Number in Household	Low-Average Consumption	High-Average Consumption	Average Consumption	Est. Average Bill
1	2,000	4,000	3,000	\$ 52.00
2	4,000	6,000	5,000	\$ 74.00
3	6,000	8,000	7,000	\$ 95.00
4	8,000	12,000	10,000	\$127.00

These are estimates, inside city limits, and do not include any residential trash charges.

Minimum Meter Charges

	<u>Inside City</u>	<u>Outside City</u>
1" Meter	\$ 9.90	\$ 12.58
1 1/2" Meter	\$ 16.84	\$ 21.29
2" Meter	\$ 28.23	\$ 35.80
3" Meter	\$ 48.52	\$ 63.36
4" Meter	\$ 108.88	\$ 140.04
6" Meter	\$ 161.82	\$ 209.63

Irrigation Meters: Upon customer request, in-ground irrigation systems and frost-free hydrants may be placed on "vacation" status during the winter months to avoid paying irrigation minimum monthly bills. Ask one of our customer service representatives for details. (479) 621-1142

Fire Lines, flat fee per month per fire line	\$ 20.00
Private Fire Hydrants, flat fee per month per hydrant	\$ 5.00

Trash Questions Go to www.rogersar.gov/trash or call Lakeshore Recycling Systems (LRS) at (479) 878-1384. Trash services apply to residents inside the city limits only.



Tyler Payments: Third Party Payment Processor

Rogers Water Utilities utilizes a secure, convenient, and user-friendly online payment and account management system for our customers. The interface provides benefits to customers, by enabling them to pay their bill faster, easier, more conveniently and securely. Simply visit our website at www.rwu.org and click “My Account” to access the customer portal or “Pay My Bill” to make a one-time payment.

Features of the “Customer Portal” allows customers to make payments, pay more than one utility account bill at a time, update contact information and notification preferences, view historical consumption usage, view and print bills, view payment history, and more.

Features of the a “Make One-Time Payment” allows for quick payment without having to register an account. When making a payment, enter your account number, last payment amount and payment information and the payment will be posted to your account.

There will be no convenience fee for RWU Utility Payments.



H2O: Help to Others Program

Rogers Water Utilities has developed Help 2 Others (H2O) to assist customers in paying their water bill when they face medical emergencies, temporary loss of employment, unexpected financial shortfalls beyond individual control and other unfortunate situations.

Rogers Water Utilities invites you to designate an amount of \$1 or more to be added each month to your water bill in order to fund this exciting program and help our fellow community members. Rogers Water Utility collects the funds and forwards them monthly to our partner in the program, the Our Healthy Communities. OHC screens applicants to ensure that assistance criteria are met and that the funds are used only for this program. Strict accountability procedures are in place to assure the donated funds reach those truly in need.

If you would like to voluntarily sign up, please complete the form below and mail it to *Rogers Water Utilities, PO Box 338, Rogers, Arkansas 72757* or bring it by the office at 601 S. 2nd St. in Rogers, or complete and email the form to service@rwu.org Once you have signed up your donation will appear on your water bill each month as Help 2 Others donation with the amount shown. The contribution may be cancelled or changed by calling (479) 621-1142.

We thank you for helping us help others.

✂ Cut Here ✂

Rogers Water Utilities Help 2 Others (H2O) Sign-Up Form

Name (as shown on water account): _____

RWU Account Number (on your water bill): _____

Please Add: \$1 ☐ \$3 ☐ \$5 ☐ or \$_____ to my monthly water bill for the H2O Program
(Specify amount)

Signature: _____

Date: _____

Check with your tax preparer to see if your contribution is tax deductible.