



**Service Policy Regulations**

**Harrisburg Water and Gas Department**

Located 201 N Main St

Harrisburg, AR 72432

**Office Hours:**

**Monday – Friday**

**7:30 – 4:00 PM**

## Application for Service

### Residential Customers

1. Any person desiring city utility service for gas, water, or sewer shall fill out an application at the Harrisburg Water and Gas Office, or online at [www.hbgwatergas.com](http://www.hbgwatergas.com), and make a minimum deposit in accordance with the following schedule:

1. Water and Sewer- \$75.00
2. Gas- \$100.00

The deposit can be made by any person(s), however, should that account become delinquent or the account owner exits the Harrisburg Water and Gas system with a balance that deposit will be applied to the bill to cover any and all remaining balances. If there is no balance remaining and the customer is transferring off of Harrisburg Water and Gas's system that deposit will be made payable to the account owner no matter who put up the deposit. All deposits have to be paid by cash, money order, or check before service can be started at that location. Unless the account owner meets the criteria below:

Deposits can be waived under the following conditions:

Existing Customers- Existing customers who currently have an active account with Harrisburg Water and Gas, have not been late in the last 12 consecutive months, and sign up for bank draft can be exempt from putting up a deposit for service.

New Customers- Customers who do not currently have an account with the Harrisburg Water and Gas shall bring a letter of credit from their existing utility company and/or financial institution and sign up for bank draft in order to be exempt from putting up a deposit for service.

### Commercial Customers

1. Commercial customers desiring city utility services for gas, water, or sewer shall fill out an application at the Harrisburg Water and Gas office or online at [www.hbgwatergas.com](http://www.hbgwatergas.com) and make a minimum deposit in accordance with the following schedule:

1. Water and Sewer- \$150.00
2. Gas- \$200.00

Deposits can be waived under the following conditions:

Existing Customers- Existing customers who currently have an active account with Harrisburg Water and Gas, have not been late in the last 12 consecutive months, and sign up for bank draft can be exempt from putting a deposit for service.

New Customers- Customers who do not currently have an account with the Harrisburg Water and Gas shall bring a letter of credit from their existing utility company and/or financial institution and sign up for bank draft in order to be exempt from putting up a deposit for service.

Rental property owners can temporarily activate water services without paying a deposit in order to clean the rental property. Rental property owners will receive a maximum of 5 consecutive days to clean before a deposit has to be obtained. This can take place no more than once per month or twice per every six months in a single calendar year. Any usage accrued during that time will be billed to the property owner.

## Payment Procedures

1. The due date of each utility bill is posted on said bill. Bills are due the 15<sup>th</sup> of every month regardless of whether or not the account holder receives their bill in the mail. Payments can be made online at [www.hbgwatergas.com](http://www.hbgwatergas.com), on site located at 201 N Main ST during regular office hours, or dropped in the “drop-box” located on the exterior of the building and is available 24/7. Payments made in the “drop-box” the night of the 15<sup>th</sup> will not receive a late penalty.
2. Customers may sign up for paperless billing in the office or on our website.
3. If a payment is made after the 15<sup>th</sup> a late penalty of ten percent shall be assessed to the account holder’s current bill.
4. Accounts with a remaining balance on the 22<sup>nd</sup> day of the month are subject to disconnection. Services will remain disconnected until the account has been brought back to zero balance, and/or in the case of emergencies at the discretion of the Superintendent a payment arrangement and/or plan has been made.
5. If certain circumstances would prevent a customer from paying his/her bill by the due date the customer shall contact the office before the 15<sup>th</sup> to make a payment arrangement. Customers can make payment arrangements once every six months at the discretion of the Superintendent.
6. If a customer feels as though their bill was miscalculated or did not use the amount of service billed to their account it is the customer’s responsibility to contact the office so that the matter can be investigated. If the customer does not agree with the findings of the Superintendent the customer may appeal to the Water and Gas board. The customer must make a written request 15 days in advance of the Water and Gas board’s regularly scheduled meeting. Meetings take place the second Tuesday of the month before City Council meets.
7. Meter readers and maintenance staff are not authorized to receive payments for accounts from any customers. To prevent a discontinuation of service or to restore service payment needs to be made either in the office or online. Shut-off notices are not required to be sent to delinquent account holders.
8. The account owner is responsible for the bill, however, if the account owner is not the property owner services can still be disconnected and remain disconnected until the account has been brought back to zero balance.
9. Payments returned by your financial institution for insufficient funds will be charged a \$30 fee.
10. Bank draft customers will have their funds withdrawn from their financial institution on the 15<sup>th</sup>, or the next business day if the 15<sup>th</sup> falls on a holiday or weekend.
11. Customers who sign up for bank draft and paperless billing may receive a one-time bill credit of \$10 on that account. Account holders must maintain those features for at least 12 consecutive months or the \$10 bill credit can be charged back to the account at the discretion of Harrisburg Water and Gas.

## Delayed Payments

1. If a customer is unable to pay their current bill in full, the Superintendent may enter into a delayed payment agreement or “payment plan” at the request of the customer. The following actions must take place to make a payment plan:
  - a. Pays at least 20% of the current bill.
  - b. Agrees in writing to pay in full all future bills as well as the predetermined portion of the past

due bill by the 15<sup>th</sup> of the month.

c. Agrees in writing to pay the balance of the existing bill in the time allotted by the Superintendent.

## Discontinuation of Service

1. Any account with an unpaid balance on the 22<sup>nd</sup> day of the month for any of, but not limited to, the following reasons listed below:
  - a. Failure to pay a delinquent account for services.
  - b. Failure to comply with the terms and conditions of a payment plan and/or arrangement.
  - c. A “hot” check is received as payment of services.
  - d. Failure to pay the required deposits for services.
  - e. An account owner purposely misrepresents his/her identity or facts in order to obtain services.
  - f. Refusal to grant access at a reasonable time for the purpose of inspection, maintenance, replacement, or reading of any metered services located on the premises of the customer.
  - g. Violation of any rules of Harrisburg Water and Gas designed to prevent interference with the use of service by other customers provided the customer has first been notified and afforded a reasonable opportunity to comply with such rules.
  - h. Violation of the utility’s rule pertaining to the operation of nonstandard equipment or unauthorized attachments, provided the customer has first been notified and afforded a reasonable opportunity to comply with such rules.
  - i. Violation of federal, state, or local laws or regulations through the use of services.
  - j. Abandonment of the premises served.
  - K. Causing injury or threatening to cause injury to an employee of Harrisburg Water and Gas, and/or the family of a Harrisburg Water and Gas employee and/or the property of said employee.
2. The Utility may not discontinue service for the following reasons:
  - a. The customer enters into a payment plan agreement.
  - b. The customer doesn’t pay for a potential bill miscalculation that is still under investigation and has not been resolved.
  - c. Service may not be disconnected on a day or on the day immediately following a day when the services of Harrisburg Water and Gas are not available during normal business hours.
  - e. Residential gas service shall not be disconnected on a day when the temperature at 8:00 a.m., as reported by the National Weather Service, is less than 32 degrees for the city of Harrisburg.
3. The Harrisburg Water and Gas Department will **NOT** restore services that have been disconnected for non-payment after normal business hours.
4. Harrisburg Water and Gas **DOES NOT** send a collector to the customer’s home or place of business to remind the customer of their past due account.
5. There is a \$25 fee added to all unpaid accounts after the 22<sup>nd</sup> of the month.

## Vacation Period

If a customer plans to be away from home for an extended period of time, or if a customer would like to temporarily suspend a service, the customer may contact the office to:

1. Change the address where the utility bill is mailed, or
2. Estimate the bill for that time period in order to pay in advance, or
3. Pay a fee of \$60.00 to temporarily suspend service to that location.

If a request for temporarily suspending a service is not made the monthly minimum for those services will continue to be billed to the account.

## Transferring of Service/Finalizing Accounts

When a customer desires to transfer their service to another location on our system or finalize their account to move off of our system the following procedures will take place:

1. If transferring from one location to another location on our system, if the account owner currently has zero balance, the customer's deposits can be transferred to their new account at the account owners request. Otherwise the deposits will be mailed to the account owner.
2. If transferring from one location to another location on our system, and the account owner currently owes a balance, the customer must first pay off the remaining balance before transferring deposits.
3. If a customer is finalizing an account and moving off of our system the customer's deposits will be applied to the customers bill. After the account has been zero balance any remaining deposit money will be mailed to the account holder.
4. If a deposit was put up by someone other than the account owner that deposit will still be applied to any unpaid balance and any leftover deposit will go back to the account holder. Harrisburg Water and Gas does not have the capacity to keep up with any third-party deposit information.
5. Deposits will not be given back to the account owner until the final reading has been received and all balances have been brought to a zero balance.
6. Customers are required to notify the office when they are disconnecting service at a location. Customers can be held liable for any usage during that time period.

## Theft and Tampering

Any customer caught tampering with Harrisburg Water and Gas's services or equipment, and/or stealing services can be charged for any damages or stolen services. Offenders may also be reported to the local authorities at the discretion of the Superintendent.

## Rates and Fees

### Water Rates

Inside City Limits

Base Charge 5/8" Meter	Base Charge 1" Meter	Base Charge 2" Meter
\$7.40 base charge	\$12.40 base charge	\$17.40 base charge

0-2,000 Gallons included in base	0-2,000 Gallons included in base	0-2,000 Gallons included in base
2,000+ Gallons \$2.20/thousand	2,000+ Gallons \$2.20/thousand	2,000+ Gallons \$2.20/thousand

Outside City Limits

Base Charge 5/8" Meter	Base Charge 1" Meter	Base Charge 2" Meter
\$11.40 base charge	\$12.40 base charge	\$17.40 base charge
0-2,000 Gallons included in base	0-2,000 Gallons included in base	0-2,000 Gallons included in base
2,000+ Gallons \$2.20/thousand	2,000+ Gallons \$2.20/thousand	2,000+ Gallons \$2.20/thousand

\*\*Customers are liable for any usage on their side of the meter, water leaks are NOT excluded from that usage.

**Sewer Rates**

Sewer usage is based on water usage.

Base Charge of \$8.00

0-2,000 Gallons included in base rate

2,000+ \$2.35/thousand

**Natural Gas Rates**

Base Charge of \$8.00

0-100 Cubic Foot included in base rate

100+ Cubit Feet \$0.78+cost of delivery/cubic foot

**New Customer Fees**

**Water Customers-** To add water services to a new residence, or to an existing residence, customers must pay \$450.00 on top of any other deposits/fees due. This covers the cost of the meter and other materials needed to add service to that location. These charges also apply to special meters or “garden meters”. Customers are responsible for any labor and materials located on the customer’s side of the meter.

**Gas Customers-** Potential new customers located within 150’ of an existing Harrisburg Water and Gas owned gas line will not incur any charges for labor or materials. Potential new customers located over 150’ away from Harrisburg Water and Gas’s existing gas line will be liable and billed for the price of materials NOT labor. Customers will be notified in advance in writing the cost of the connection. 50% of the total cost of the connection is due before starting the connection process as well as any deposits and/or other applicable fees. Harrisburg Water and Gas reserves the right to refuse gas service to anyone.