



51 Huntley Ln M-F 7:30am – 4:00pm
3 Euston Rd (Metfield Clubhouse) M-F 8:30am – 5:00pm
Phone (479) 855-8000 Option 1 Fax (479) 855-0673
waterbilling@bvpoa.com

Bella Vista Village Water Utility Application

Date: _____ Sub, Block, Lot, Number: _____ Member #: _____

Property Address: _____

Applicant

Name: _____

Mailing Address: (if different from above) _____

Phone #: _____ Cell #: _____ Date of Birth: _____

Drivers License #: _____ Last 4 of SS #: _____

Email Address: _____

Employer Name: _____ Phone #: _____

Date to Begin Service: _____ (24 hour notice required)

Nearest Relative NOT Living With You: _____ Relation: _____

Address: _____ Phone #: _____

Landlord/Property Manager: (if applicable) _____

Applicant Signature _____ ***Date*** _____

Co-Applicant

Name: _____

Phone #: _____ Cell #: _____ Date of Birth: _____

Drivers License #: _____ Last 4 of SS #: _____

Employer Name: _____ Phone #: _____

Co-Applicant Signature _____ **Date:** _____

_____ I have received a copy of the new customer information sheet (Please Initial)

_____ Office Staff Initial

NOTE: Copy of a notarized deed is required to establish water.



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NEW CUSTOMER INFORMATION SHEET

Rates and Policy Information

BELLA VISTA VILLAGE WATER DEPARTMENT

Water Rates:

Water service consists of a minimum monthly bill of \$20.44 which includes up to 1,500 gallons of water per month. Additional water use is billed at a pro-rated \$9.99 per 1,000 gallons.

EXAMPLE: 5200 gallons used minus 1500 gallons minimum = 3700 gallons @ 9.99 = \$36.96 + \$20.44 (minimum) = \$57.40 total

Water Deposit:

A \$75.00 deposit is required on all new Primary residence accounts, on prior accounts with no service during the previous 12 months and on accounts that have been involuntarily disconnected. The deposit will be credited to the existing water account or outstanding assessment account, after 24 consecutive months of payments received on or before the due dates (deposits are non-taxable and bear no interest).

The deposit for a new account may be waived if the new customer provides a Letter of Credit from a utility company showing 12 months of consecutive payments with no late fees.

A deposit of \$100.00 will be required on all rental properties.

Water Billing Due Date:

Water bills are mailed on the last day of the month and are due on receipt. Members can receive the water bill electronically. Please visit our website at www.BellaVistaPOA.com to enroll.

Late fees are assessed if payment is not received by 4:30 PM on the 15th of each month. A 10% late fee penalty (minimum \$12.00) is charged on any account on which payment is received after the due date.

The Bella Vista Village Property Owners Association is **not responsible for mail delivery. Failure to receive a water bill does not excuse payment.**

Delinquent Accounts:

If an account with a balance in excess of \$20.00 remains unpaid after the due date, a disconnect notice is mailed. In the event the bill is not paid on or before the final day to pay date on the notice, service will be disconnected. Water service may also be disconnected for chronically delinquent assessment account(s) pursuant to Bella Vista Village POA policy 3.09. See policy 3.09 for more information.

Payment must be received by the water billing department on or before the final day to pay as stated on the notice. Payments made on or after the date disconnect is scheduled will be charged a service fee plus all past due charges, interest, penalties, water taxes and sanitation charges as well as a \$75.00 deposit (if not already in place) in order to restore service.

Service will be re-established the **same day** if payment in full is received before 5pm on disconnect day.

Re-establishment of service on non business days will not be made unless management determines there are circumstances that warrant after-hours (after 2:30 pm) installation. The service fee for after hours installations will be \$151.00. All fees are subject to sales tax.

Returned Checks

In the event your check is returned unpaid for insufficient or uncollected funds, we will re-present your check electronically. A nonsufficient funds fee in the amount of \$25.00 may be charged to your account.

Service Fees:

Connection Fee	\$35.00
Voluntary Water Disconnect (plus tax):	\$29.00*
Voluntary Water Reconnect (plus tax):	\$29.00*
Collection Unlock (plus tax):	\$40.00
Collection Install (plus tax):	\$81.00
Water Billing Assignment Form Processing	\$20.00
Water Account Review (audit, leak investigation, Meter calibration, etc.): (plus tax)	\$58.00
Late Penalty:	10% of unpaid balance (minimum \$12.00)

*In the event management determines there are special circumstances that warrant same-day or after-hours (after 2:30 pm) installation, the voluntary disconnect and reconnect fee is \$60.00 each.

City of Bella Vista Sanitation (Trash Collection):

The Bella Vista Village POA provides BILLING ONLY. All inquiries regarding sanitation and trash collection should be directed to the City of Bella Vista at 479-876-1255 for additional details or to subscribe to add-on services call Republic Waste Services at (800) 431-1507.

Bella Vista Water Billing Office Locations and Hours of Operation:

The Water Billing Offices is 51 Huntley Lane in Bella Vista Monday – Friday 7:30am-4:00pm
Hours are extended on the 15th of the month and the day water is disconnected until 5:00 pm.
Metfield Location is 3 Euston Road (Metfield Clubhouse) Bella Vista Monday – Friday 8:30am – 5:00pm

You may call (479) 855-8000 Option #1

Other Information:

For more information about the Bella Vista Village Property Owners Association, please visit our Web site: www.BellaVistaPOA.com or call (479) 855-8000.

Payment Options:

- Pay in person at the Water Billing Office at 51 Huntley or the Metfield location at 3 Euston Road (Metfield Clubhouse) with Cash, Check, Money Order, Visa, MasterCard, American Express and Discover.
- Pay online at BellaVistaPOA.com (This service is only available for POA Members.)
- Remit payment by mail to: 51 Huntley Lane Bella Vista, AR 72715
- Place payment in drop box located outside the Water Billing Office **(All payments left after 4:00 pm will be applied the next business day.)**
- Set up automatic bank draft. Water charges/fees are drafted on the 15th of the month.
- Pay by phone with a Debit or Credit Card, by calling 479-855-8000 Option 1.