



51 Huntley Lane 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@bvvpoa.com

Bella Vista 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 #: _____

Applicant Signature _____ ***Date*** _____

Co-Applicant

Name: _____

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

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

Employer Name: _____ Phone #: _____

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

NOTE: A copy of the notarized deed is required after closing.

Note: Email button does not work in some web browsers.
Download and complete form in Acrobat Reader. Then save and
attach to an email. **Email:** waterbilling@bvvpoa.com



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NEW CUSTOMER INFORMATION SHEET

Rates and Policy Information

BELLA VISTA WATER DEPARTMENT

Water Rates:

Your monthly billing minimum provides for an allowance of up to 1,500 gallons of water consumption per “month” at \$21.25 per month. Additional consumption is billed at \$9.99 per 1,000 gallons.

Example: 5,200 gallons used, less the 1,500 gallon minimum = 3,700 gallons @ \$9.99/1,000 gallons = \$36.96 + \$21.25 = \$58.21

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 initial deposit for a new account may be waived if the new customer provides a Letter of Credit from their previous utility 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. Late fees are assessed if payment is not received in our office at 51 Huntley Ln or 3 Euston Road (Metfield Clubhouse) by 4:30 PM on the 15th of each month. A late fee of 10% of the current balance (minimum \$12.00) is charged on any account on which payment is received after the due date. If the account remains unpaid after the 25th of the month, a past due penalty of \$25.00 is charged to the account and disconnect notices are sent. The Bella Vista Property Owners Association is not responsible for mail delivery. **Failure to receive a water bill does not excuse your obligation to make payment.**

Delinquent Accounts:

Past Due Water Accounts are subject to disconnect if an account with a balance in excess of \$20.00 remains unpaid 5 business days after the Final Day to Pay. If a disconnect is ordered, a service fee of \$16.28 plus all past due charges, penalties and water tax, as well as a \$75.00 deposit (if not already in place) must be paid in order to restore service. If water service is disconnected due to a returned item, the reconnect fee is \$43.40.

Water service may also be disconnected for delinquent assessment account(s). If service was disconnected due to past due assessments, the assessments must be paid in full or a payment plan established before service is restored. A service fee of \$43.40 will be charged to the water account to re-establish service.

Service will be re-established after the POA receives full payment. Re-establishment of service will not be made at night, or on non-business days unless management determines there are circumstances that warrant after-hours (after 2:30 PM) installation, then the service fee will be \$163.84. All fees include 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:

Water Transfer Fee	\$35.00	Voluntary Reconnect	\$31.47
Voluntary Water Disconnect	\$31.47	Same Day Voluntary Reconnect	\$65.10
Voluntary Deactivate Service	\$16.28	Voluntary Reactivate Service	\$16.28
Penalty Unlock	\$43.40	Penalty Install	\$87.89
Priority Penalty Unlock	\$163.84	Water Billing Assignment Form Processing	\$20.00
Past Due Penalty Lock	\$16.28	Lock Tempering/Replacement	\$120.00
Water Account Review (audit, Leak investigation, Meter Calibration)	\$58.00	Returned Item Fee	\$25.00
Late Fee	10% of unpaid balance, minimum \$12.00		
Past Due Penalty	\$25.00		

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 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 one of three conveniently located drop boxes: 1) Metfield Clubhouse, 2) Town Center, outside the city offices and, 3) Branchwood Rec. Center.
(All payments left in the drop box after the posted time 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.