



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 • waterbilling@bvvpoa.com

Bella Vista Village Water Utility Application Owner/Member

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 #:

Please Send Bills Electronically

Please Send Text Notifications

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: Copy of the notarized deed is required upon closing

Some web browsers limit functionality of PDF forms. We recommend downloading the form and completing in Acrobat Reader.

NEW CUSTOMER INFORMATION SHEET
Owner/Member
Rates and Policy Information
BELLA VISTA VILLAGE WATER DEPARTMENT

Water Rates:

Water service consists of a minimum monthly bill of \$21.25 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 + \$21.25 (minimum) = \$58.21 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 initial deposit for a new account may be waived if the owner provides a Letter of Credit from their previous utility showing 12 months of consecutive payments with no late fees.

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 Village Property Owners Association is **not responsible for mail delivery. Failure to receive a water bill does not excuse 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 must be paid in order to restore service. If the water 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 Water 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 5:00 pm) installation. The service fee for after hours (after 5:00 PM) installations will be \$65.10. All fees are subject to saletax.

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 Account Transfer (Primary Residence)	\$35.00	Same Day Voluntary Reactivate or Deactivate Service	\$65.10
Water Account Transfer (Rental)	\$20.00	Water Account Review (audit, leak investigation, meter calibration)	\$58.00
Penalty Install	\$43.40	Late Fee – 10% (\$12.00 Minimum)	10%
Penalty Unlock	\$43.40	Past Due Penalty	\$25.00
Past Due Penalty Lock	\$16.28		
Lock Tampering Replacement	\$120.00		
Voluntary Deactivate Service	\$16.28		
Voluntary Reactivate Service	\$16.28		

Bella Vista Water Billing Office Locations and Hours of Operation:

The Water Billing Offices at 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
- Remit payment by mail to: 51 Huntley Lane Bella Vista, AR 72715
- Place payment in one of four conveniently located drop boxes. 1) 51 Huntley LN, 2) Metfield Clubhouse 3 Euston RD, 3)Town Center, outside the city offices and , 4) Branchwood Rec Center.

(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.

Discontinuing Water Service:

The tenant must sign a work order authorizing the Water Billing Department to discontinue service. The work order can be signed in person or can be emailed and returned. Service will be discontinued 1 business day after the signed work order is received.