

Ordinance 2025-04

ORDINANCE AUTHORIZING WATER FEE MITIGATION

WHEREAS, the City of Horseshoe Bend has the right and responsibility to regulate water fees charged under unusual or unfortunate circumstances, and

WHEREAS, it is in the best interest of the residents for the city to provide a safety net to help during these catastrophic events, and

WHEREAS, no two events are ever exactly the same,

NOW THEREFORE BE IT ORDAINED THAT the City Council of the City of Horseshoe Bend Arkansas grants full authority to the Water Department, at their discretion, to offer a cap, a deferral or a waiver of excess charges.

The department head for the Water Department shall have final authority, but should follow these guidelines:

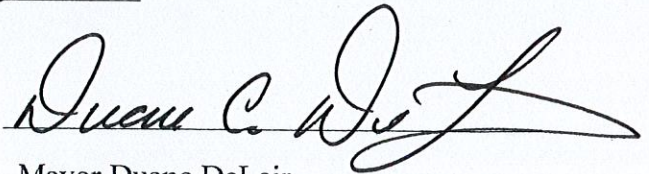
1. Waivers are limited to one-time, lifetime per address.
2. Caps are minimum \$1000, limited to max 1 per year.
3. Deferral payments limited to a maximum 2-year payoff.

The water department should consider factors such as:

1. Was the customer notified in advance of a smaller leak?
2. Was the customer given notice of a large over consumption?
3. Was the customer negligent in leaving the property for an extended period of time without shutting off the water, especially in winter?
4. Is there a history on the account of late payments?
5. No mitigation is allowed for events prior to 2025.

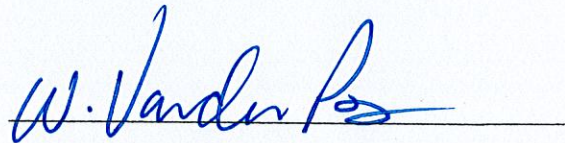
PASSED AND APPROVED this 23 day of June 2024.

Approved:



Mayor Duane DeLair

Attested:



Bill Vander Pas, Recorder-Treasurer