



STATE OF ARKANSAS
City of Brookland

Ordinance No. 2024-16

AN ORDINANCE TO SET THE PROCEDURES FOR RADIO READ WATER METERS WITH AUTO TURN OFF OF WATER TO A PREMISES FOR NONPAYMENT OF BILL; CODE VIOLATIONS AS DETERMINED BY QUALITY-OF-LIFE ENFORCEMENT OFFICER; AND SETTING PROCEDURES TO GET THE WATER TURNED BACK ON TO THE PREMISES AFTER BEING SHUT OFF.

WHEREAS: The City of Brookland Utility Department has been installing water meters that can be turned off to a customer's premises from the utility department office at the Brookland Municipal Building; and

WHEREAS: The City of Brookland is experiencing rapid growth and has realized the need to keep its workforce safe and decided to implement installation of water supply meters to premises that are capable of being turned off at the utility department office; and

WHEREAS: The Mayor and Brookland City Council after being notified of city utility employees receiving threats while disconnecting services due to non-payment, have decided that it would be in the best interest of all involved, to eliminate in-person conflicts and to address the water turn off at the utility department office located at the Brookland Municipal Building; and

WHEREAS: The Brookland Utility Department has three (3) different notifications set up to notify customers that they have not paid their monthly utility bill. Utility bills are due upon receipt of the monthly bill.

- a. Utility bills are mailed out to each customer on the last working day prior to the first (1st) day of each month. Customer will also receive a text message and/or email notifying them of their new monthly utility bill and when it is due; and
- b. Utility Bills are due the first of each month. When utility bills are not paid by the tenth (10th) of each month, a second paper bill/text or email will be sent to the customer notifying the customer that their monthly utility bill has not been paid. *This Utility bill shows the late fee and informs the customer that their bill has not been paid.*
- c. On the third (3rd) Monday of the month, if payment has not been received, customers will have their water shut off electronically at 9:00 am. Water can only be re-connected through the office of water clerk at Brookland City Hall located at 613 Holman. Office hours are 6:30 am to 5:00 pm Monday-Thursday.

WHEREAS: There is a \$25.00 transfer fee of water service from a current address in the City of Brookland to another within the city limits; and

WHEREAS: The Brookland Utility Department offers payment of monthly utility bill by debit card, credit card, or bank draft through NexBill Pay. Utility customers are able to sign up for this service by phone or online through the city website. Customers will also receive the all notifications from NexBill Pay if they keep their phone number and email address up to date; and

WHEREAS: The City of Brookland has taken steps to insure a utility customer has had the opportunity to receive notification of pending disconnection of services in time to pay the bill or make arrangements to receive an extension to make payment to avoid having the water meter turned off by contacting the utility department office at 870-935-0538; and

WHEREAS: The Brookland Utility Department office is open Monday-Thursday, 6:30 am to 5:00 pm. Utility workers do not have the capability to turn on water meters after they have been turned off in the office. Customers that find their water has been disconnected shall go to, or call, the Brookland Water Clerk to make payment on their account, at which time their water will be turned on during regular working hours Monday through Thursday. (Note: All utility water meters will be shut off and not turned back on until you come to the Utility Department located at the Brookland Municipal Building.

NOW THEREFORE BE IT ORDAINED BY BROOKLAND CITY COUNCIL OF BROOKLAND, ARKANSAS:

Section 1. The Brookland Utility Department shall turn off a resident’s water supply for nonpayment of utility bill if not paid in full or payment arrangements are not made by the start of business day on the 3rd Monday of the month.

Section 2. In addition to late fees, invoices for damage to meter components will be added to the utility bill requiring payment before turning back on the water supply.

1st Reading of Ordinance 2024-16.

Date: 09/10/2024

2nd Reading of Ordinance 2024-16.

Date: 10/08/2024

3rd Reading of Ordinance 2024-16.

Date: 11/12/2024

Approved and adopted this 11th day of November 2024.



Kenneth D. Jones, Mayor

ATTEST:



Julie Thomas, Clerk/Treasurer

