



CITY CORPORATION

Russellville Water and Sewer System
205 West 3rd Place PO Box 3186 Russellville, AR 72811-3186
Phone (479) 968-2105 FAX (479) 968-3265



METER REPLACEMENT/UPGRADE PROJECT UNDERWAY

As part of our ongoing commitment to maintain a high quality of life for our citizens through cost-effective and innovative systems, contractors working with City Corporation will implement an advanced metering infrastructure (AMI) system for our water utility. Utility Metering Solutions (UMS) is the contractor selected to perform the meter replacements. UMS staff carry proper identification and can be identified by their company logo on all their vehicles and safety vest worn by all their staff.

This project includes enhancing every residential and commercial water meter in Russellville with new, state-of-the-art technology that can wirelessly communicate usage data to the utility and customer. We have already begun upgrading the system this April 2015, a process that will take up to 6 months to complete. Once installed, advanced meter technology will be able to collect multiple remote meter reads per day, allowing for better leak detection and improved customer service.

Since it will take up to 6 months to complete the project, City Corporation will attempt to notify the customer prior to installation. However, UMS personnel will also directly notify the customer at the time of installation and/or leave a door hanger informing the customer of the status of the work performed.

Once the equipment has been installed and the system becomes fully operational, customers will be provided with information on how to access and utilize the interactive software which will allow customers to monitor and or troubleshoot their water usage via the internet.

This new equipment is sensitive and attached to the blue meter box lid by a cable. Removing the meter lid abruptly could damage the equipment. Damage to this equipment could result in a \$100.00 tampering fee plus time and material cost to replace this equipment. Therefore, it is strongly discouraged that anyone other than City Corporation employees open the meter enclosure. However, in situations where a problem could result in property damage, it may be necessary to shut-off the valve in the meter box. To minimize accessing your meter in this situation, the State of Arkansas Plumbing Code requires a shut-off valve be located on the customer line between the meter and the residence. This "customer shut-off valve" can be installed just past the meter for quick turn-off of the customer's water supply.

This meter replacement project is fully funded through the recent rate and fee increases as approved by Russellville City Council. Based on previous studies, it is projected that this project will produce increased revenues to provide payback in less than 6 years.

City Corporation appreciates your cooperation and support during this process. To learn more about this and other projects, visit our website at www.citycorporation.com.

Best Regards,

Jeremy Myers
Customer Service Manager
City Corporation

(See reverse side for other information)



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WATER/WASTEWATER FEE AND RATES REVISIONS

At the March 19, 2015 City Council meeting, the Russellville City Council unanimously approved Ordinances 2194 and 2195 which include revisions to the water and wastewater fees and rates for all City Corporation customers. The ordinances are available on our website at www.citycorporation.com. These revisions went into effect as of April 1, 2015. Prior to this approval, City Corporation staff provided information to the council and the general public that outlined deficiencies in our water and wastewater systems and presented a specific plan to address those items. The revised fees and rates were based on recommendations included in a comprehensive rate study completed in December, 2014, that incorporated the proposed capital plan.

In 2014, the eleven year old Water Master Plan was revised and it identified existing and projected needs for the water system including water source, treatment, distribution, and metering. The report included a list of recommended improvements related to maintenance of the existing system and planning for future growth of the system. Those improvements have been prioritized by staff and included in a 25 year plan. The total amount of water system needs identified over the next 25 years totals \$103.2 million in today's dollars, including the need to replace approximately 111 miles of existing pipeline in our water system that is at or past the recommended useful life. This alone is projected at \$86 million.

In 2009, City Corporation was placed under Consent Administrative Order (CAO) by the Arkansas Department of Environmental Quality (ADEQ) due to chronic issues related to the wastewater treatment and collections systems. The CAO required City Corporation to provide a Corrective Action Plan (CAP) that details the improvements needed to achieve compliance with the CAO by the deadline mandated in the order. The deadline for treatment compliance is January of 2016, which is less than a year away. We are currently finishing a \$13 million plant expansion and are projecting up to an additional \$5 million to address sludge handling. The CAP also commits to making long overdue improvements to the collection system that will correct the deficiencies in piping and manholes. These collection system projects, which are estimated at approximately \$35 million, are aimed at eliminating leaks in the manholes and piping that allow rainwater to enter our systems during wet weather events. Historically, heavy rainfall events overwhelm our pipeline, pump station and plant capacities causing raw sewage to be discharged into the environment. The deadline to achieve compliance with regards to wastewater overflows is January of 2022.

City Corporation staff has developed a 25 year plan to address the needs identified above in our water and wastewater systems. A listing of the projects and the target completion dates can be found on our website at www.citycorporation.com. It is proposed to issue bonds over the coming years that total \$71 million, with \$30 million of these funds to be used to pay for the identified water system improvements and \$41 million of the funds to be used to in the wastewater system to bring us into full compliance with the CAO prior to the deadlines listed. We will be well situated to meet the growth of both systems and implement maintenance programs that prevents us from facing challenges of this magnitude in the future. The City Corporation Board of Directors and staff remain committed to providing exceptional water and wastewater services to the River Valley and thank our customers for your continued support.