AGENDA ITEM HISTORY SHEET

ITEM TITLE	**AGENDA NO.**
Additional Leak Adjustment Request	**AGENDA DATE:** 9/29/26

FUNDING CERTIFICATION (Finance Director) (Signature, if applicable)

MANAGEMENT STAFF REVIEW (Signature)

MAYOR (Signature)

ITEM HISTORY (Previous Council reviews, action related to this item, and other pertinent history)

Additional leak adjustment request was made by Mr. Bentley to Water and Sewer Advisory Committee on September 1st, 2026.

ITEM COMMENTARY (Background discussion, key points, recommendations, etc.) Please identify any or all impacts this proposed action would have on the City budget, personnel resources, and/or residents.

Mr. George Bentley spoke at the September Water and Sewer Advisory Committee meeting and requested an additional leak adjustment. In his request he stated "On 8/4 I came home to find a puddle in our front year. Our line was nearly 3' deep and found a tree root had grown around the line." A plumber repaired the leak on 8/5. Waterscope indicates the leak started on 7/13. July billing cycle ended on 7/25. The leak lasted until 8/5. Because the leak occured during 2 billing cycles, Mr. Bentley asked for an additional leak adjustment to be given for his August bill to cover the entirety of the leak. He was not signed up for Waterscope at the time of the leak. Leak adjustment policy allows WSAC to approve one leak adjustment per year. Request and information is provided in attachment. WSAC did recommend Council approve this leak adjustment and requested PW staff to re-evaluate the ordinance.

(This section to be completed by the Mayor)

ACTION PROPOSED (Motion for Consideration)

RESOLUTION NO 2022-. 11

A RESOLUTION AUTHORIZING IMPLEMENTATION OF A POLICY GOVERNING WATER LEAKAGE ADJUSTMENTS IN BRYANT, ARKANSAS

WHEREAS, the City of Bryant (the City) owns and operates a water and wastewater utility system in the City of Bryant; and

WHEREAS, the City is often faced with requests for billing adjustments from customers who experience high bills due to water leaks; and

WHEREAS, the City purchases water from Central Arkansas Water at a cost that must be recovered through water rates; and

WHEREAS, the City can provide some relief on high water and wastewater bills caused by water leakage; and

WHEREAS, the City desires to adopt and implement a policy that governs the circumstances under which water leakage adjustments may be provided.

NOW, THEREFORE, BE IT RESOLVED, that the Policy Governing Water Leakage Billing Adjustments (EXHIBIT A — attached) is hereby adopted by the City Council of the City of Bryant

General Repealer

All laws, ordinances, resolutions, or parts of the same, which are inconsistent or in conflict with the provisions of this Resolution, are hereby repealed to the extent of such inconsistency or conflict.

PASSED AND APPROVED this 29th day of March, 2022.

Mayor Allen E. Scott

ATTEST:

Mark Smith, City ~~Clerk~~

- Water loss due to theft, vandalism, construction damage, or unintentional usage, such as being unaware of a garden hose or water tap running for an extended period of time, is ineligible for an adjustment. A signed statement from the Customer stating the cause of the leak or water loss will be required.
- ~~Adjustments for water loss due to leaks on landscape sprinkler systems are not covered and are the responsibility of the Customer~~.

- Customer must remain current on future bills and make payments on time. Failure to do so will result in a default or termination of the agreement.
- Customers that miss a payment may have their service disconnected.

CITY OF BRYANT WATER AND WASTEWATER UTILITIES

LEAK ADJUSTMENT REQUEST

Date of Request: 8/13/26
Customer Name: HEATHER GEORGE
Service Address: 1006 BRYANT MEADOWS DR
City: BRYANT
Date Leak Detected: 8/4/26
Service Account No: 101-00494-00
Home Phone: 501-351-1186
Work Phone:
State, Zip: AR 72022
Date Repaired: 9/5/26

Description of cause of leak (faucet, toilet, underground, etc.):

ON 8/4, I CAME HOME TO FIND A PUDDLE IN OUR FRONT YARD. IT WAS APPARENT THAT WE HAD A LEAK BEHIND THE METER. OUR LINE ENDED UP BEING NEARLY 3' DEEP WHEN I FOUND A TREE ROOT HAD GROWN AROUND THE LINE & CAUSED THE LEAK.

Explanation of how leak was repaired: Attach Plumbing invoice or receipts for repair Parts

PLUMBER

- You have the right to appeal the Customer Service Manager's decision to the Water and Sewer Advisory Committee (WSAC).
- If you are dissatisfied with the decision of the WSAC you have the right to appear before the Bryant City Council for a final decision.

FOR OFFICE USE ONLY:

1st Bill	2nd Bill		
$604.66 Amount of Bill:	$950.04	299 Usage:	474
$69.79 Average Bill:	$69.79	28 Three Month Average Usage:	28
Adjustment Approved:		Approved By:	
$257.72 Amount of Adjustment to Water & Sewer Bill:	$424.14	$346.94 Adjusted Bill Amount:	$525.90
Payment Plan:	Y: N:	Months:	Payment Amt:

Customer Service Manager

1st Adj - $257.72
2nd Adj - $424.14
Total Adj - $681.86



STORE 1405 Benton
17060 Interstate 30
Benton, AR 72019
(501)860-9703

Rental Center Hours

MON 6A-8P **TUE** 6A-8P **WED** 6A-8P **THU** 6A-8P **FRI** 6A-8P **SAT** 6A-8P **SUN** 8A-8P

CONTRACT #: **109316**
Status: CLOSED

BENTLEY PLAYGROUNDS, LLC
606 BRYANT MEADOWS DR
BRYANT, AR 72022
(501) 351-1186

ACTUAL DURATION
4 Hours, 4 Minutes

Date: 08/05/26 Original #: 14052608050731623310931643

Date: 08/05/26 Original #: 14052608050731623310931643

GEORGE BENTLEY

Date Out: 08/05/2026 - 11:16 AM
Date Due: 08/05/2026 - 3:31 PM
Date In: 08/05/2026 - 3:21 PM

Tool Description	Charges	Amount
Submersible Pump 2"	Tool Rental Fee	$34.00
(1) Discharge Hose 50'X2"	Subtotal	$34.00

Rental Subtotal	$34.00
Damage Protection*	$5.10
Rental Tax	$0.00
Sales Tax	$3.92
Contract Total	**$43.01**
Deposit - PAID 08/05/26 (THE HOME DEPOT ending 9408)	$75.00
Balance Returned (THE HOME DEPOT ending 9408)	**-$31.99**
Outstanding Balance	$0.00

* 15% of Rental Subtotal if applicable.

RENTAL FEE CALCULATOR DISCLAIMER

Home Depot uses a Rental Calculator to ensure our customers to get the lowest rates possible for the time they had the tool.

TERMS & CONDITIONS

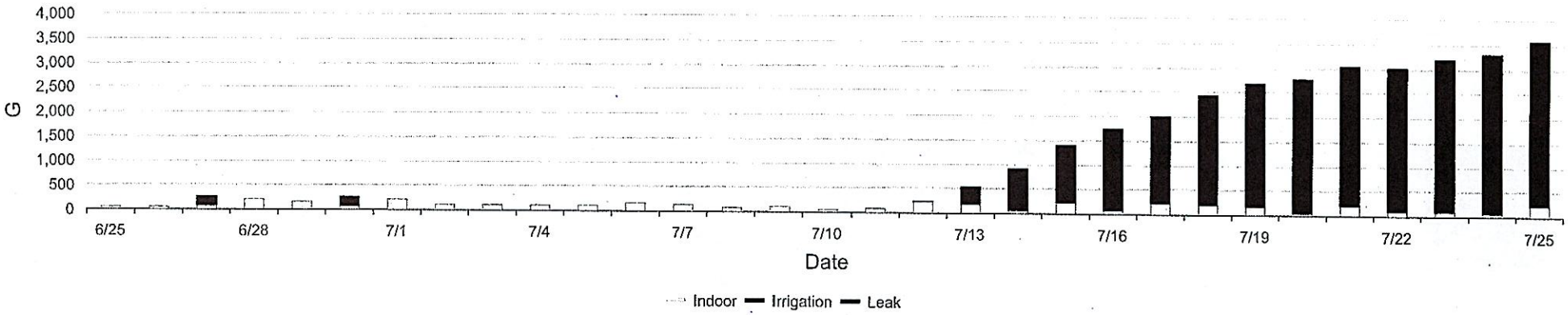
I agree that no representative of The Home Depot is authorized to make any promise, warranty, or representation to me other than those reflected in writing in the Agreement. I agree to the Terms & Conditions and understand that the Agreement cannot be modified or changed except in writing signed by both parties. With respect to equipment I am renting, I have received the equipment referenced in the Agreement. In the event that I am returning equipment, I acknowledge and agree that I am returning the listed rental equipment, the total charges are correct, and additional charges may apply if the equipment is returned damaged.

1st Bill

* 25,171.72 Adj.

Meter Id : 3275947 Consumer Name: Heather or George Be□ □ Residential Address : 606 Bryant Meadows Dr

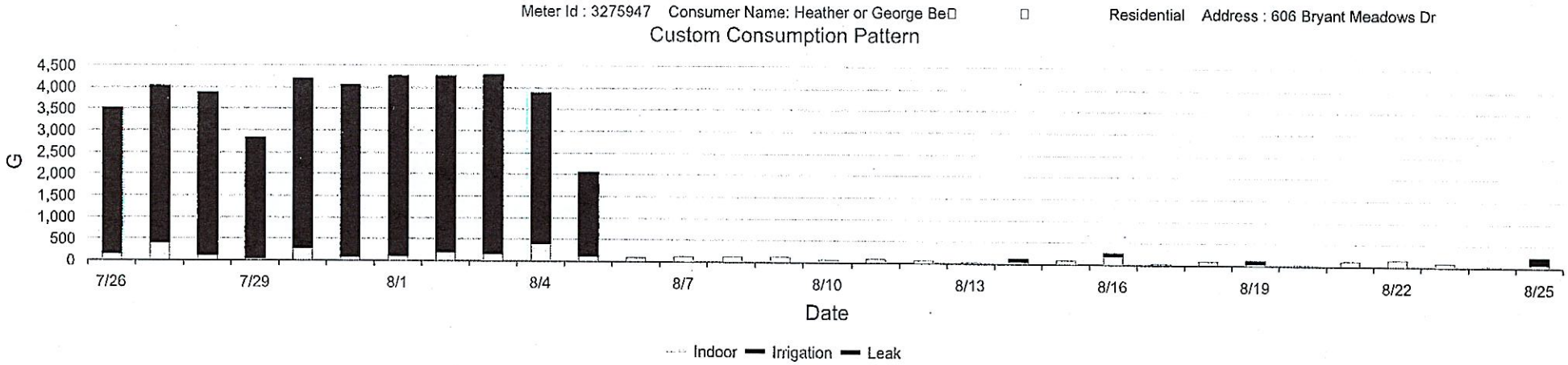
Custom Consumption Pattern



28,715.25 (Leak)

2nd Bill

$424.14 Adj.



39,201.93 (Leak)