CITY OF BRYANT WATER AND WASTEWATER UTILITIES
MONTHLY LEAK ADJUSTMENT REPORT

SUMMARY
Date: May 2025

Total Number of Request for Adjustment		Total Number of Adjustments Approved	
Highest Bill Adjusted		Lowest Bill Adjusted	
Total Gallons Adjusted		Total Cost of Adjustments	

DETAILS

Customer Name	Matthew Armstrong	Customer Address	1109 Medinah Blvd
Date Leak Detected by AMI		Date Customer Notified	
Date Leak Started		Date Leak Repaired	5-2025
Amount of Bill:	$358.68	Usage:	181
Average Bill:	$61.21	Three Month Average Usage:	22
Adjustment Approved:	Yes / No	Approved By:	
Amount of Adjustment to Sewer Bill:	$143.25	Adjusted Bill Amount:	$215.43
Customer Name	Michelle Pickinson	Customer Address	312 Summerfields Pl
Date Leak Detected by AMI		Date Customer Notified	
Date Leak Started		Date Leak Repaired	5-2025
Amount of Bill:	$1506.01	Usage:	1979
Average Bill:	$57.46	Three Month Average Usage:	20
Adjustment Approved:	Yes / No	Approved By:	
Amount of Adjustment to Sewer Bill:	$683.69	Adjusted Bill Amount:	$822.42
Customer Name	Betty Parker	Customer Address	614 Hidden Forest Pl
Date Leak Detected by AMI		Date Customer Notified	
Date Leak Started		Date Leak Repaired	4-2025
Amount of Bill:	$540.39	Usage:	284
Average Bill:	$57.46	Three Month Average Usage:	20
Adjustment Approved:	Yes / No	Approved By:	
Amount of Adjustment to Sewer Bill:	$237.85	Adjusted Bill Amount:	$302.54
Customer Name	Vickie Price	Customer Address	1309 Pleasant Point
Date Leak Detected by AMI		Date Customer Notified	
Date Leak Started		Date Leak Repaired	4-2025
Amount of Bill:	$394.23	Usage:	200
Average Bill:	$111.92	Three Month Average Usage:	49
Adjustment Approved:	Yes / No	Approved By:	
Amount of Adjustment to Sewer Bill:	$136.04	Adjusted Bill Amount:	$258.19
Customer Name	Martha Bailey	Customer Address	3313 Village Green
Date Leak Detected by AMI		Date Customer Notified	
Date Leak Started		Date Leak Repaired	4-2025
Amount of Bill:	$422.30	Usage:	215
Average Bill:	$57.46	Three Month Average Usage:	20
Adjustment Approved:	Yes / No	Approved By:	
Amount of Adjustment to Sewer Bill:	$175.69	Adjusted Bill Amount:	$246.61

CITY OF BRYANT WATER AND WASTEWATER UTILITIES
MONTHLY LEAK ADJUSTMENT REPORT

SUMMARY
Date: May 2025

Total Number of Request for Adjustment		Total Number of Adjustments Approved	
Highest Bill Adjusted		Lowest Bill Adjusted	
Total Gallons Adjusted		Total Cost of Adjustments	

DETAILS

Customer Name	Morgan Chism	Customer Address	702 SE 1st St
Date Leak Detected by AMI		Date Customer Notified	
Date Leak Started		Date Leak Repaired	5.2025
Amount of Bill:	*478.47	Usage:	245
Average Bill:	*151.40	Three Month Average Usage:	74
Adjustment Approved:	Yes / No	Approved By:	
Amount of Adjustment to Sewer Bill:	*154.06	Adjusted Bill Amount:	*324.36
Customer Name	Monique Greer	Customer Address	2602 Cyclone St.
Date Leak Detected by AMI		Date Customer Notified	
Date Leak Started		Date Leak Repaired	5-2025
Amount of Bill:	*424.16	Usage:	216
Average Bill:	*74.30	Three Month Average Usage:	29
Adjustment Approved:	Yes / No	Approved By:	
Amount of Adjustment to Sewer Bill:	*168.48	Adjusted Bill Amount:	*255.68
Customer Name		Customer Address	
Date Leak Detected by AMI		Date Customer Notified	
Date Leak Started		Date Leak Repaired	
Amount of Bill:		Usage:	
Average Bill:		Three Month Average Usage:	
Adjustment Approved:	Yes / No	Approved By:	
Amount of Adjustment to Sewer Bill:		Adjusted Bill Amount:	
Customer Name		Customer Address	
Date Leak Detected by AMI		Date Customer Notified	
Date Leak Started		Date Leak Repaired	
Amount of Bill:		Usage:	
Average Bill:		Three Month Average Usage:	
Adjustment Approved:	Yes / No	Approved By:	
Amount of Adjustment to Sewer Bill:		Adjusted Bill Amount:	
Customer Name		Customer Address	
Date Leak Detected by AMI		Date Customer Notified	
Date Leak Started		Date Leak Repaired	
Amount of Bill:		Usage:	
Average Bill:		Three Month Average Usage:	
Adjustment Approved:	Yes / No	Approved By:	
Amount of Adjustment to Sewer Bill:		Adjusted Bill Amount:	

CITY OF BRYANT WATER AND WASTEWATER UTILITIES

LEAK ADJUSTMENT REQUEST

Date of Request: 05.2025
Customer Name: Matthew Armstrong
Service Address: 1109 Medinah Blvd
City: Bryant
Date Leak Detected: _____

Service Account No: 001-07582-12
Home Phone: 501-602-0676
Work Phone: _____
State, Zip: AR 72022
Date Repaired: 05.13.25

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

Toilet Leak

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

Replaced Flapper and Valve

- 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:

Amount of Bill:	$358.68	Usage:	181
Average Bill:	$61.21	Three Month Average Usage:	22
Adjustment Approved:		Approved By:	
Amount of Adjustment to Water & Sewer Bill:	$143.25	Adjusted Bill Amount:	$215.43
Payment Plan:	Y: ☐ N: ☐	Months:	Payment Amt:

Angela Shepard
Customer Service Manager

Lakes at Hurricane Creek, a Limited Partnership
P O Box 13000
Fayetteville,AR 72703

Work Order No. 3063553
Date Call: 05/13/2025 08:48 AM

Status Work Completed

Date Completed: 05/13/2025 12:35 PM
Brief Desc: Water company says there might be a

001-07582-12

Job Site: 0178/1109-MB
1109 Medinah Blvd.
Bryant,AR 72022

Caller Name: Matthew Armstrong

Caller Phone: (501) 602-0676x
Occupant: Armstrong (t0323641)
Office (501) 602-0676x
Home (501) 602-0676x

Priority: 3-General
Ok to enter? NO
Category: Plumbing
SubCategory: Other
Animal in Apt? Yes

Access Notes: Just knock

Problem Description: Water company says there might be a leak my bill is usually 60 and it's now 358

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
.00	Atchley	Atchley	.00	.00
			Total	.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Full Description Water company says there might be a leak my bill is usually 60 and it's now 358

Technician Notes: Replaced fill valve and flapper

CITY OF BRYANT WATER AND WASTEWATER UTILITIES

LEAK ADJUSTMENT REQUEST

Date of Request: 05.2025
Customer Name: Michelle Dickinson
Service Address: 312 Summerfields Dr
City: Bryant
Date Leak Detected: _____

Service Account No: 102-04578-01
Home Phone: 901-219-8618
Work Phone: _____
State, Zip: AR 72022
Date Repaired: 05.08.25

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

Irrigation System Leaking

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

Repaired

- 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:

Amount of Bill:	$1506.01	Usage:	1979
Average Bill:	$57.46	Three Month Average Usage:	20
Adjustment Approved:		Approved By:	
Amount of Adjustment to Water & Sewer Bill:	$683.69	Adjusted Bill Amount:	$822.42
Payment Plan:	Y: ☐ N: ☐	Months:	Payment Amt:

Angela Shepard

Customer Service Manager

901-219-8618

ARROW PLUMBING

Tankless Water Heaters · Rooter & Drain Cleaning · Water & Sewer Lines · Toilet Repair
Sinks & Garbage Disposals · Leak Detection · Hydro Jetting · Repiping Services · Gas Line Repair
Video Sewer Inspections · House Plumbing Inspections · Trenchless Solutions

501-753-3838

ARROWPLUMBING.NET

4007 MacArthur Drive, North Little Rock, AR 72118

License: #MP3792

Service Exp Aaron V. Invoice #: 91107

DATE: 06/08/23 JOB #: 391176

CUSTOMER NAME	CALLER NAME	JOB CONTACT NAME
Michelle	Madison Dickerson	

JOB ADDRESS	CITY	STATE	ZIP
212 Summerfield	DR Bryant		72022

BILLING PARTY/ADDRESS (If Different) PH1

Arrow Total Care Club Member? ☐ Yes ☐ No Renewal Date: / /

ORIGINAL REASON FOR CALL: Leak

SUMMARY OF FINDINGS/RECOMMENDED WORK: found Tesi parts to be Open on RP2. Closed parts tested good. No more Leak.

CUSTOMER AWARENESS	REVIEWED
Safety and Efficiency Checklist	☐ Yes ☐ No
Total Care Club Membership Plan	☐ Yes ☐ No
Warranty/Safety Stickers & Valve Tags Installed	☐ Yes ☐ No
Homeowner's Value Packet	☐ Yes ☐ No
Yard Sign Contest	☐ Yes ☐ No
5 Star Customer Service Survey	☐ Yes ☐ No

WORK AUTHORIZATION: I, the undersigned, is the owner/authorized representative/tenant of the premises at which the above work is being done. I hereby authorize you to perform the above recommendation, and to use such labor and materials as you deem advisable. I understand that Arrow Plumbing will not provide an itemized breakdown of materials & labor beyond the price set forth below. Unless prior authorization for billing is made in advance, payment for all work done is due upon completion (COD). An office billing charge and/or finance charge of 1.75% per month (21% per annum) or a minimum of $30.00 per month will be added after 3 days past due. I agree to pay reasonable attorneys' fees, court costs and collection fees in the event of legal action. I have read this contract, including the terms and conditions on the reverse side hereof and agree to be bound by all the terms contained herein. All old parts will be removed from premises and discarded, unless otherwise specified herein.

I HEREBY AUTHORIZE YOU TO PROCEED WITH THE ABOVE WORK AT THE UPFRONT FEE OF: $_____ Signature: _____ Print Name: _____

I HEREBY AUTHORIZE THE ADDITIONAL WORK/CHANGE ORDER TO INVOICE AT THE UPFRONT FEE OF: $_____ Signature: _____ Print Name: _____

Qty	Task #	Description	Investment	Warranty
1	Dispatch Fee	(Ask me how you can receive FREE dispatch fees!)	75.00	

FINANCING TERMS:

SUBTOTAL		
TAX		
TOTAL COST	75.00	

TOTAL MEMBERSHIP SAVINGS $ _____

PAYMENT 1 GF ☐ Cash ☐ Check ☐ Check # _____
MC ☐ Visa ☐ AmEx ☐ Auth. # _____

PAYMENT 2 GF ☐ Cash ☐ Check ☐ Check # _____
MC ☐ Visa ☐ AmEx ☐ Auth. # _____

ACCEPTANCE OF WORK PERFORMED: I acknowledge satisfactory completion of the above described work and that the premises have been left in satisfactory condition. I understand that if my check does not clear, I am liable for the check and any charges from the bank. I agree to pay 1.75% per month for past due amounts (minimum charge $30). In the event that collection efforts are initiated against me, I shall pay for all associated fees at the posted rates as well as all attorneys' fees and collection costs. I agree that the amount set forth in the space marked "TOTAL COST" is the total flat price I have agreed to pay.

SIGNATURE: _____

CUSTOMER SERVICE IS OUR #1 PRIORITY

We are committed to providing you with the highest level of customer service. If you are not completely satisfied for any reason or you need us to do anything better at any point in the process, please let me or my manager know as soon as you can. Your feedback is very important to us.

THANK YOU FOR CHOOSING US FOR YOUR SERVICE NEEDS!

I decline to have recommended repairs:

SIGNATURE _____

CITY OF BRYANT WATER AND WASTEWATER UTILITIES

LEAK ADJUSTMENT REQUEST

Date of Request: 05.2025
Customer Name: Betty Parker
Service Address: 614 Hidden Forest Dr.
City: Bryant
Date Leak Detected: _____

Service Account No: 001-04589-04
Home Phone: 501-529-8144
Work Phone: _____
State, Zip: AR 72022
Date Repaired: 04.22.25

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

Toilet and Faucets Leaking

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

Repaired

- 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:

Amount of Bill:	$540.39	Usage:	284
Average Bill:	$57.46	Three Month Average Usage:	20
Adjustment Approved:		Approved By:	
Amount of Adjustment to Water & Sewer Bill:	$237.85	Adjusted Bill Amount:	$302.54
Payment Plan:	Y: ☐ N: ☐	Months:	Payment Amt:

Customer Service Manager

880961

Statement

DATE 4-22-25 | TERMS

TO

614 Hidden Forest Dr
Bryant AR 72022

IN ACCOUNT WITH

5 to 10 plumbing

		Repaired leaking toilets + faucets				

CURRENT	OVER 30 DAYS	OVER 60 DAYS	TOTAL AMOUNT	125	00

adams DC5812 01-11

501-413-0540 001-04589-04

CITY OF BRYANT WATER AND WASTEWATER UTILITIES

LEAK ADJUSTMENT REQUEST

Date of Request: 04.2025
Customer Name: Vickie Price
Service Address: 1309 Pleasant Pointe Cr
City: Bryant
Date Leak Detected: _____

Service Account No: 101-06270-00
Home Phone: 501-681-6658
Work Phone: _____
State, Zip: AR 72022
Date Repaired: 04.2025

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

Toilet Leaking

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

Repaired

- 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:

Amount of Bill:	$394.23	Usage:	200
Average Bill:	$111.72	Three Month Average Usage:	49
Adjustment Approved:		Approved By:	
Amount of Adjustment to Water & Sewer Bill:	$136.04	Adjusted Bill Amount:	$258.19
Payment Plan:	Y: ☐ N: ☐	Months:	Payment Amt:

Customer Service Manager

Lajena Holt <lholt@cityofbryant.com>

[waterbilling] Leak

1 message

'Vickie' via Water Billing <waterbilling@cityofbryant.com> Sat, Apr 26, 2025 at 4:19 PM
Reply-To: Vickie <moonlady7277@yahoo.com>
To: waterbilling@cityofbryant.com

Hello,

The bill I received for April was $431. I called your office and was told my smart meter detected a leak. I was told to conduct a dye test with food coloring and found a leak one of the toilets. I purchased a kit and repaired the leak. I was told by the office manager that if I did this and emailed the receipt that I would receive a credit on half of the sewer bill and half of the water bill.

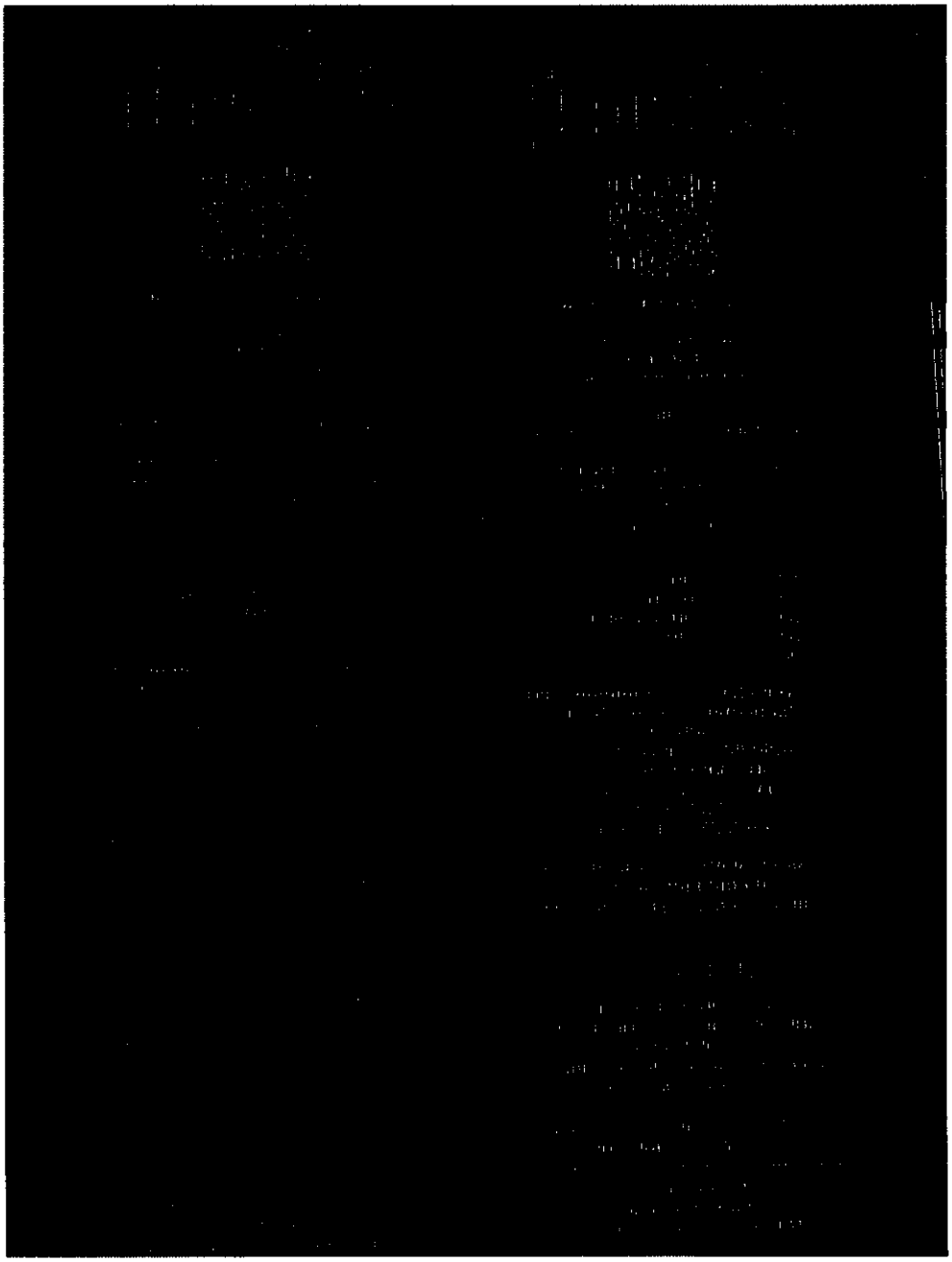
Thank you,

Vickie Price
Meter # 3401774 3401773
Account # 101-06270-00

Sent from my iPhone



image1.jpeg
3558K



CITY OF BRYANT WATER AND WASTEWATER UTILITIES

LEAK ADJUSTMENT REQUEST

Date of Request: 04.2025
Customer Name: Martha Bailey
Service Address: 3313 Village Green Dr
City: Bryant
Date Leak Detected: _____

Service Account No: 102-03801-02
Home Phone: 501-554-3348
Work Phone: _____
State, Zip: AR 72022
Date Repaired: 04.2025

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

Toilet Leaking

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

Repaired

- 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:

Amount of Bill:	$422.30	Usage:	215
Average Bill:	$57.46	Three Month Average Usage:	20
Adjustment Approved:		Approved By:	
Amount of Adjustment to Water & Sewer Bill:	$175.69	Adjusted Bill Amount:	$246.61
Payment Plan:	Y: ☐ N: ☐	Months:	Payment Amt:

Customer Service Manager

CHRIS DYER PLUMBING

316 Turtle Creek
BENTON, ARKANSAS 72015
501-778-9111 • 501-672-0452

SERVICE INVOICE

Customer's Order No. | Phone | Mechanic | Date of Order 4-16-25

Bill To Martha Baker | Helper | Date 4-16-25

Address 3313 Village Green | Order Taken By

City Bryant, AR 72022 | ☐ Day Work ☐ Contract ☐ Extra

Job Name and Location

Work Ordered By | Job Phone

DESCRIPTION OF WORK

Water tank
Repaired Toilet
Worked on tankless
water Heater

TOTAL MATERIALS	250	00
TOTAL LABOR		
TAX	22	50
TOTAL AMOUNTS	272	50

☐ No One Home | Date Completed 4-16-25

Signature
I hereby acknowledge the satisfactory completion of the above described work.

☐ Total amount due for above work: or

☐ Total billing to be mailed after completion of work

501-554-3348

102-03801-02

CITY OF BRYANT WATER AND WASTEWATER UTILITIES

LEAK ADJUSTMENT REQUEST

Date of Request: 05.2025
Customer Name: Morgan Chism
Service Address: 702 SE 1st St
City: Bryant
Date Leak Detected: _____

Service Account No: 001-01006-05
Home Phone: 903-809-8171
Work Phone: _____
State, Zip: AR 72022
Date Repaired: 05.2025

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

Leak underneath sink in bathroom

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

Repaired

- 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:

Amount of Bill:	$478.42	Usage:	245
Average Bill:	$151.40	Three Month Average Usage:	74
Adjustment Approved:		Approved By:	
Amount of Adjustment to Water & Sewer Bill:	$154.06	Adjusted Bill Amount:	$324.36
Payment Plan:	Y: ☐ N: ☐	Months:	Payment Amt:

Customer Service Manager

5-1-25

001-01006-05

702 SE 1st

I found a leak in our guest bathroom underneath the sink. I put a slip coupling and silicone tape around the leak, and it fixed the issue. The homeowner was supposed to have her own plumber come out to assess the issue to make sure it was fixed, but apparently never did.

fixed about March 26th 2025

Samuel P. Carroll 05/01/2025

903-809-8171

2

CITY OF BRYANT WATER AND WASTEWATER UTILITIES

LEAK ADJUSTMENT REQUEST

Date of Request: 05.2025
Customer Name: Monique Greer
Service Address: 2602 Cyclone St.
City: Bryant
Date Leak Detected: _____

Service Account No: 101-02350-03
Home Phone: 870-797-4009
Work Phone: _____
State, Zip: AR., 72022
Date Repaired: 05.2025

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

Pressure Regulator Leaking

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

Replaced

- 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:

Amount of Bill:	$424.16	Usage:	216
Average Bill:	$74.30	Three Month Average Usage:	29
Adjustment Approved:		Approved By:	
Amount of Adjustment to Water & Sewer Bill:	$168.48	Adjusted Bill Amount:	$255.68
Payment Plan:	Y: ☐ N: ☐	Months:	Payment Amt:

Customer Service Manager

Greens at Hurricane Creek, a Limited Partnership
P O Box 13000
Fayetteville,AR 72703

Work Order No. 3068918
Date Call: 05/19/2025 09:06 AM

101-02350-03

Status Work Completed

Date Completed: 05/19/2025 03:03 PM
Brief Desc: Water Leak

Job Site: 0114/2602
2602 Cyclone Street
Bryant,AR 72022

Caller Name: Monique Greer

Caller Phone: (870) 797-4009x
Occupant: Greer (t0276527)

Home (870) 797-4009x

Priority: 1-Emergency
Ok to enter? YES
Category: Plumbing
Animal in Apt? No

SubCategory: Other

Access Notes: PTE: Y PETS: N ALARMS:N

Problem Description: tenant got a bill of $500 for water and they were advised that there was a leak that they were unaware on their apartment. no water seems to be inside the apartment, however its not a sitaution that the tenant can control. BWalker/RCC

Parts & Labor

Quantity/ Hours	Item Type/ Employee Name	Description	Unit Price	Total
.00	Mitchell	Mitchell	.00	.00
			Total	.00

Authorized by: _____
Signed by _____
Dated _____
Invoice No. _____

Full Description tenant got a bill of $500 for water and they were advised that there was a leak that they were unaware on their apartment. no water seems to be inside the apartment, however its not a sitaution that the tenant can control. BWalker/RCC

Technician Notes: Pressure regulator replaced old one was leaking