EXHIBIT A

City of Bryant Water and Wastewater Utilities

POLICY GOVERNING WATER LEAKAGE BILLING ADJUSTMENTS

Customers may qualify for bill adjustments to water and sewer charges when property-side leaks cause unusually high utility bills. The Customer Service Manager will provide a report to the Water and Sewer Advisory Committee each month detailing the leak adjustments under $100 and a separate report detailing requests for adjustments over $100.

ELIGIBILITY FOR ADJUSTMENTS

Each customer account is eligible to receive one adjustment to water and sewer charges during a 12-month period (except irrigation-dedicated water services which will be evaluated at a 24-month period) including indoor and outdoor leaks.

- Adjustments are made to the water and sewer portion of the bill only.
- Customers may request adjustments after leaks have been repaired.
- The Customer Service Manager is authorized to make adjustments up to $100.
- Any requested adjustments over $100 must appear before the Water And Sewer Advisory Committee for a decision on eligibility.
- Any City staff person will check the water meter to verify that the leak has been fixed. The Customer requesting an adjustment will be asked to confirm the leak and repair by singing a statement provided by the Water and Wastewater Department; and providing adequate documentation. (i.e. receipt of materials and/or services of repair).

EXCEPTIONS TO ADJUSTMENT POLICY

- Damages caused by leaks will not be assessed as part of the adjustment.
- Any plumber or contractor services associated with leak detection or repairs will not be assessed as part of the adjustment.
- No adjustments can be made to fees that are associated with meter, watershed, and taxes.
- Any customer may requestion verification of accuracy of their water meter by requesting a manufacturer's calibration test. However, should the meter's retested measurements indicate that the water used by the customer is at or below the measured reading, the customer will be responsible for all costs associated with removing, installing, and testing of the meter.

IDENTIFICATION OF ELIGIBLE PRIVATE SERVICE LEAKS

Private Service leaks may be identified by the Customer or by the Water and Wastewater Department.

- It is not the responsibility of the Water and Wastewater Department to monitor for customer leaks. However, if the Department does recognize the possible presence of a leak, the Customer will be advised in a timely manner. If the Customer is not home to notify in person, a notice will be posted on the Customer's door.
- When the Department does notify the Customer of the possible presence of a leak, the Customer must make reasonable efforts to locate the leak and initiate repairs within 30 days of notification.
- 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 of water loss will be required.

ADJUSTMENT

The method for adjusting the Customer utility bill after the leak has been repaired is:

- Customer Service will determine when the leak started and ended based on the water meter system data.
- An adjustment of 50% discount on all water and wastewater used during the month the leak was determined and repaired will be credited to the current bill.
- No late charges related to the leak will be assessed if an adjustment is allowed.

REQUESTING A LEAK ADJUSTMENT

The Customer must make a written request for a leak adjustment on a Leak Adjustment Request form obtained at Bryant Water and Wastewater Customer Service. The Customer may submit the form by mail to:

Bryant Water and Wastewater Department
Attn: Customer Service Manager
210 SW 3rd Street
Bryant, AR, 72022

INFORMATION REQUIRED FOR A LEAK ADJUSTMENT REQUEST

1. Date
2. Customer Name
3. Account Number
4. Service Address
5. City, State, Zip
6. Home Phone
7. Work Phone
8. Date Leak was Detected
9. Date Leak was Repaired
10. Description of Leak (faucet, toilet, underground, etc)
11. Explanation of How Leak was Repaired
12. Copy of Invoice for Plumber's Services or for Parts Purchased by the Customer to make the repair
13. Letters from landlords or property management companies affirming repairs will be accepted in lieu of invoices, if applicable.

PLEASE NOTE: Completion of request does not guarantee an adjustment will be made to the Customer's City of Bryant utilities bill. No adjustment will be made to any fees, incurred penalties, or tax-portion of the bill. Copies of invoices and receipts for repairs must be provided with the Customer request for an adjustment. The account must remain current and bills paid by due date to avoid additional service charges or disconnection of service.

PAYMENT PLANS

- Customers with bills over $100 may request a 4-month payment plan with a down payment of 25% of the bill with the remaining 3 payments of 25% each.
- In order to enter into this program, DPA request must be completed and returned to the Customer Service Manager.
- Customers 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.
- In the event a customer has already executed a DPA within the allowed calendar year, the Customer Service Manager will review the Leak Adjustment Request and adjust executed DPA to reflect adjusted bill.