



**CITY OF**  
**Siloam Springs**  
*It's a natural.*

# Utility Customer Service Information

**Phone: (479) 524-5136, Option 1**

**Fax: (855) 201-7297**

**400 N. Broadway**

**P.O. Box 80, Siloam Springs, AR 72761**

**[www.siloamsprings.com](http://www.siloamsprings.com)**

The City of Siloam Springs offers a variety of utility services including electric, water, sewer and sanitation. Listed in this brochure you will find information about City utility departments and rates. We hope you find this information helpful. Thank you.

# Utility Services

All service activity (including connection, disconnection, or transfer of service) requires the customer's signature be obtained at the Utility Office which is in the City Administration Building at 400 North Broadway.

All utility customers must have the physical address for their property posted where it is clearly visible from the street. Services will not be connected until this address is posted.

If you experience any electric, water, or sewer problems please contact the Utility Office at 524-5136 during regular business hours. For afterhours service please call Police Dispatch at 524-4118.

## Utility Deposits

Residential Electric \$ 100.00

Commercial Electric \$150.00

Water - All \$ 40.00

Letters of credit are accepted and will reduce the deposits by one-half.

Transfer/Connection Fee: \$25.00 service fee is required for service transfer or connection. Customers who are disconnected for nonpayment of account will be charged a reconnect fee of \$50.00 for electric and water.

If service is reconnected after regular business hours, an additional after hour fee of \$100.00 will be charged. Any customer who tampers with their electric or water meter will be subject to a penalty of \$100.00 per meter. It is a violation of City ordinance for a customer to supply power to another customer. The City has the authority to disconnect service and/or administer fines

# Electric Service Rates

## Residential Rate

This rate is available for all domestic users in residences, individual family apartments, and private rooming houses.

Customer charge: \$12.77 per month

Energy charge: \$.09781 KWH

Plus power cost adjustment

## **Residential All Electric Rate**

This rate is available to residential customers whose primary source of heating, air conditioning, clothes drying and water heating is total electric. Use of wood, solar or wind powered heating does not disqualify a customer, nor does natural gas / LP gas used for cooking purposes. Qualification for this rate is subject to verification by Electric Department personnel. Please contact the billing office for more information or to apply for this rate.

Customer charge: \$12.77 per month Energy Charge:

Oct. 21—May 20 Billing \$.05828 per KWH

May 21—Oct. 20 Billing \$.09781 per KWH  
plus power cost adjustment

## **Commercial Rate**

This rate is available to commercial customers for single phase or three phase service for all lighting and power uses, provided that the total monthly demand does not exceed 50 kilowatts or the total connect load does not exceed 67 horsepower. The maximum kilowatt hour usage cannot exceed 10,200 KWH.

Customer charge: \$15.98 per month

Energy charge: \$.112 per KWH

plus power cost adjustment

## **Commercial All Electric Rate**

This rate is available to all commercial customers where water heating, space heating, lighting and power use is total electric. This rate is subject to verification by the Electrical Inspector.

Customer charge: \$15.98 per month minimum

Energy charge:

Oct. 21—May 20 Billing \$.098 per KWH

May 21—Oct. 20 Billing \$.112 per KWH

plus power cost adjustment

## **Security Lighting Rates**

The City will make rental lights of various types and sizes available, as economically feasible, for installation at the request of consumers. The rates below are for installation on existing city owned pole. New pole installation will be charged an additional fee of \$3.20 per month.

Monthly charge:

- LED Security - \$10.58 per fixture per month
- LED Cobra- \$19.91 per fixture per month
- Small LED Flood - \$33.28 per fixture per month
- Large LED Flood- \$38.36 per fixture per month

10% will be added for residence outside of the city limits.

## **Small Power Rate**

This rate is available for all three-phase power and lighting customers whose total monthly demand is less than 250 KW, or energy consumption is more than 10,200 KWH and less than 43,350 KWH per month.

Demand charge: \$8.33 per KW Energy

charge:

\$.070 per KWH for the first 10,000 KWH

\$.063 per KWH for over 10,000 KWH

plus power cost adjustment

## **Large Power Rate**

This rate is available for all three-phase power and lighting customers whose total monthly demand is greater than 250 KW or energy usage is greater than 43,350 KWH per month.

Demand charge: \$9.75 per KW

Energy charge: \$.0566 per KWH  
plus power cost adjustment

To qualify for a 5% discount on small and large power rates the user must own their own transformer.

## Sanitation Services

The City of Siloam Springs offers sanitation services one time a week pickup. Trash routes vary on where you are in the City you can see what day your pickup is online.

### **Monthly Sanitation Rates**

Residential 64-gallon container \$18.06 per month

Residential 96-gallon container \$21.48 per month

Commercial 96-gallon container \$24.79 per month

For dumpster rental please call 524-8512.

### **Recycling Program**

The City offers an excellent recycling program that is available to all residents who receive sanitation services.



You may pick up a recycling container or drop off materials to be recycled at the Transfer Station located at 1108 East Ashley Street, on Saturdays from 9:00 a.m. to 12:00 noon. We also provide weekly curbside pick-up. Please contact us at 524-8512 for program specifics such as acceptable curbside and drop off items, recycling routes and where to obtain a collection bin.

24/7 recycling is available at 1108 East Ashley Street. Glass, plastics, cardboard, paper, metal, and aluminum containers are available outside the gate.

# Water and Sewer Service Rates

## Water Rates

### Inside City Limits

Price per 1,000 gallons

First 1,000 gals \$14.89 minimum

Next 23,000 gals \$4.41

Next 201,000 gals \$4.41

Next 125,000 gals \$3.97

Next 50,000 gals \$3.31

Over 400,000 gals \$2.32

### Outside City Limits

\$28.67 minimum

\$4.41

\$4.41

\$3.97

\$3.31

\$2.48

## Sewer Rates

### Inside City Limits

Price per 1,000 gallons

First 1,000 gals \$20.95 minimum

Next 19,000 gals \$4.41

Next 480,000 gals \$4.14

Next 500,000 gals \$3.86

Over 1,000,000 \$2.48

### Outside City Limits

\$30.88 minimum

\$4.41

\$4.14

\$3.86

\$2.48

Sewer rates are based upon water consumption.

## Meter Service Fees

Meter fees for new service connections shall be included in the tapping fee as follows:

5/8" Fee \$200.00

1" Fee \$280.00

2" Fee \$580.00

## Water and Sewer Taps

Water Taps w/meter—50 feet maximum

¾" Tap \$550

1" Tap \$750

2" Tap \$1,400

Larger than 2" - cost is assumed by the owner

Sewer Taps—30 feet maximum

4" Tap \$285.00

6" Tap \$300.00

8" Tap & larger—cost assumed by the owner

## Water Hydrant Meters

The Water Department provides hydrant meters for commercial and residential users who require short term large water usage. Contact the department directly at 238-0927 for more information.

Meter deposit (refundable)	\$600.00
Service charge (per use)	\$ 20.00
Rental fee (per day)	\$ 5.00
Rental fee (add. 30 day period)	\$ 75.00
Connection fee	\$ 20.00
Disconnection & reading fee	\$ 15.00
<u>Price per 1000 gals</u>	
Usage 0 to 1,000 gals	\$ 20.00
1,001 to 24,000 gals	\$ 4.41
24,001 to 225,000 gals	\$ 4.41
225,001 to 350,000 gals	\$ 3.97
350,001 to 400,000 gals	\$ 3.31
Over 400,000 gals	\$ 2.32



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## **Online Bill Payment**

Get out of line and get online!

Customers can pay utility bills online using Visa, Mastercard or Discover. There is a 3% card processing fee for using a credit or debit card.

Please visit [www.siloamsprings.com](http://www.siloamsprings.com) to sign up.  
It's quick and convenient!

The City also offers Bank Draft services to have your bill automatically withdrawn from your checking or savings account. Visit the utility office to obtain and complete a Bank Draft Authorization or request one be mailed to you.

## **Questions? Call 479-524-5136 Option 1**

**Helping a neighbor or relative by paying all or part of their utility bill? Provide the Utility Clerk the name of the individual's account to which you would like to contribute. While we can't reveal their account information, we will gladly credit the payment amount to their account.**

***Certain rate reductions are available for Senior Citizens and the disabled.***

***Please contact the utility office to apply for this rate reduction.***