

# Liberty Utilities Rate Update

White Hall, Arkansas

Liberty Utilities is proud to deliver safe, clean, and reliable water to our White Hall customers. Water is one of our most precious resources, and our investments in our water and wastewater systems help to ensure that we are able to provide this vital resource today and tomorrow.

## Fast Facts

- 3,850 White Hall connections
- \$2.6 million invested in White Hall since 2014 to improve water and wastewater services
- Over \$28,900 donated since 2015
- 250 hours volunteered in 2018 to support our Arkansas communities

On August 19, 2019, the City Council of the City of White Hall, Arkansas, approved an update to water and sewer rates for Liberty Utilities White Hall customers.

## Components of Rates:



### Investments to the Water and Wastewater System

Immediately following the acquisition of water and sewer systems from the City of White Hall in 2014, Liberty Utilities began needed repairs and infrastructure improvements. These were necessary to meet operational and safety standards and to ensure continued water quality and reliable service for current and future residents of White Hall. Liberty Utilities has invested more than \$2.6 million in the water and sewer systems serving White Hall customers.

Investments include:

- Repairing and sealing leaking manholes to prevent storm water infiltration
- Lift station rehabilitation and replacements to prevent potential sewer backups and failures
- Upgrades and replacements for outdated and non-functioning meters



### Installation of Automated Meter Reading (AMR)

AMR is a radio-based technology that allows Liberty the ability to read meters without having to access a customer's property. Occasional access may be needed to perform maintenance.

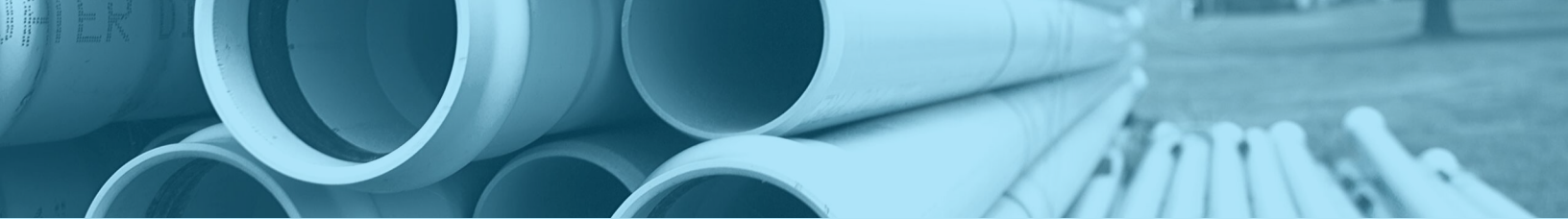
AMR allows us to:

- Safely and efficiently gather meter readings
- Help eliminate the need to estimate readings
- Read the meter during times of inclement weather or when a meter is unable to be accessed due to dogs or gates, for example



### Technology Updates

With updates to technology and software programs, Liberty is now able to perform service-related operational requests more efficiently. This allows our service crew more accurate, real-time information for customer service orders.



### When was the last rate increase?

The last rate increase was effective January 1, 2016.

### How will my bill be impacted?

Please reference the table below to see how your residential bill will be impacted by the new rates.

White Hall Water	Current Rate	Approved Rate Effective 9/1/19	Monthly Increase Average usage of 5,300 gallons
Monthly Meter Charge	\$10.00	\$13.30	\$10.14
Rate per 1,000 gallons	\$3.92	\$5.21	
White Hall Sewer	Current Rate	Approved Rate Effective 9/1/19	Monthly Increase Average usage of 5,300 gallons
Monthly Meter Charge (Includes first 1,000 gal of usage)	\$14.38	\$19.13	\$10.25
Rate per 1,000 gallons	\$3.89	\$5.17	

### When will the new rates take effect?

The new rates went into effect September 1, 2019.

### What is Liberty Utilities doing to help customers manage their bills?

Liberty offers multiple billing options to help customers manage their monthly bills. Our website also lists ways to help reduce water usage.

Visit us at [www.libertyutilities.com](http://www.libertyutilities.com), call 1-870-247-1313, or email [customerservicear@libertyutilities.com](mailto:customerservicear@libertyutilities.com) to learn about these programs.



For more information, visit:  
[www.libertyutilities.com](http://www.libertyutilities.com)