CITY OF BRYANT WATER AND WASTEWATER UTILITIES MONTHLY LEAK ADJUSTMENT REPORT

summary
Date: August 2024

		_	
Total Number of Adjustments Approved	'	Total Number of Request for Adjustment	
Lowest Bill Adjusted		Highest Bill Adjusted	
Total Cost of Adjustments		Total Gallone Adjusted	

DETAÍLS

DETAIL			
Customer Name	Joyce martin	Customer Address	2627 Mills Park
Date Leak Detected by AMI		Date Customer Notified	
Date Leak Started		Date Leak Repaired	07.12.24
Amount of Bill:	\$483.22	. Usage:	253 29
Average Bill:	\$ 72,26	Three Month Average Usage:	l
Adjustment Approved:	Yes No	Approved By:	
Amount of Adjustment to Sewer Bill:	\$1197.90	Adjusted Bill Amount:	\$285.32
Customer Name	Tongia Stanton	Customer Address	1401 CEDAR DRIVE
Date Leak Detected by AMI	J	Date Customer Notified	
Date Leak Started		Date Leak Repaired	07.17.24
Amount of Bill:	\$ 314,25	Usage:	162
Average Bill:	\$ 86.93	Three Month Average Usage:	37
Adjustment Approved:	Yes No	Approved By:	
Amount of Adjustment to Sewer Bill:	\$110.43	Adjusted Bill Amount:	\$205.82
Customer Name	Justin Franks	Customer Address	3401 Hwy 5N
Date Leak Detected by AMI		Date Customer Notified	
Date Leak Started		Date Leak Repaired	07.24.24
Amount of Bill:	\$809.76	Usage:	733
Average Bill:	8 38,29	Three Month Average Usage:	20
Adjustment Approved:	Yes No	Approved By:	
Amount of Adjustment to Sewer Bill:	385.73	Adjusted Bill Amount:	\$424.03
Customer Name	ALAN Kays	Customer Address	2203 Defoe
Date Leak Detected by AMI		Date Customer Notified	
Date Leak Started		Date Leak Repaired	7.24.24
Amount of Bill:	51629.99	Usage:	<i>33</i> 3
Average Bill:	\$ 99.71	Three Month Average Usage:	44
Adjustment Approved:	Yes No	Approved By:	
Amount of Adjustment to Sewer Bill:	\$ 255.33	Adjusted Bill Amount:	\$ 374.65
Customer Name	Conner Hamis	Customer Address	3406 Whielwind
Date Leak Detected by AMI		Date Customer Notified	,
Date Leak Started	_	Date Leak Repaired	08.19.24
Amount of Bill:	\$ 507.06	Usage:	266
Average Bill:	\$ 55.74	Three Month Average Usage:	20
Adjustment Approved:	Yes No	Approved By:	
Amount of Adjustment to Sewer Bill:	217.35	Adjusted Bill Amount:	\$ 289.71

CITY OF BRYANT WATER AND WASTEWATER UTILITIES MONTHLY LEAK ADJUSTMENT REPORT

St	JM	M.	ary

Date: August 2024

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

DEIMIN	.,			
Customer Name	Clinton	Keever	Customer Address	201 NW 445 St
Date Leak Detected by AMI	_		Date Customer Notified	
Date Leak Started			Date Leak Repaired	08.24.
Amount of Bill:	\$ 305		. Usage:	156
Average Bill:	35	5.74	Three Month Average Usage:	20
Adjustment Approved:	Yes	No	Approved By:	
Amount of Adjustment to Sewer Bill:	120), lie	Adjusted Bill Amount:	\$ 185.58
Customer Name	Sheila	Whithver	Customer Address	20 Near Street
Date Leak Detected by AMI			Date Customer Notified	
Date Leak Started			Date Leak Repaired	08.01.24
Amount of Bill:	4 41	7.18	Usage:	217
Average Bill:	\$ 110	4.44	Three Month Average Usage:	<i>5</i> ス
Adjustment Approved:	Yes	No	Approved By:	
Amount of Adjustment to Sewer Bill:	9 14	5,72	Adjusted Bill Amount:	\$ 271.44
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:	

LEAK ADJU Date of Request; Customer Name; Service Address; City; Date Leak Detected;	3621 Bry 4	e Martin Mills Par	Sarvice Account No.: Home Phone: Work Phone: State, Zip: Date Repaired:	001-01 AR N	2022
Description of Cause	of Leaks(fouc	et, tollet, undergrou	ind, etc.);		
Fauce	ts (leaking to a	- bathtub	3	and place to the control of the cont
	•			* *	
Explanation of how leak	Was repaired	i: Attach plumbing	involce or receipts for repo	the same of the	waterda anne de grande a de la companya de la comp
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Sworn Statement:	P1 11	Pér	1	the competition of the competiti	and and any of the same of
best of my information, kno	owledge, and	or amminating a belief,	bove and foregoing repres	entations are true ar	od correct to the
Signature,	and a state of the	eastly himposium and makesta source himposium and growth			
 You have the right to If you are dissatisfie decision, 	appeal the Cu	stomer Service Manag cision of the WSAC y	er's decision to the Water an ou have the right to appear	d Sewer Advisory Comr before the Bryant Cit	nittee (WSAC). y-Council for a final
Amount of		83.22		Uzągej ZS	3
Avering Adjustment Appr	manufacture and the second second second	2.26	gereya Hino Mi Berkit	and to make many farment approximately the farment	The state of the s
Amount of Adjustment to Sewe		20.90	Adjusted Hill	- Landerson Commence of the Co	5.32
Payment Plan	My artical met	and the same of th		the same of the sa	- 0



Re: [waterbilling] Fwd: Plumbing 2627a Milspark rd Byarnt Ar.

1 message

Joyce Martin <jhuggins0219@gmail.com> To: Lesa Warner <lwarner@cityofbryant.com> Mon, Aug 12, 2024 at 8:45 PM

I have turned in 2 receipts of repairs that were done. Following those repairs there was still a small present leak. My landlord then came and replaced faucets and waterline to a bathtub. After replacing those the leak had stopped. I was told when taking in the previous 2 receipts that I would need to just send in a statement of what was repaired being that he had his own maintenance guy come and replace the faucets and waterline in which I emailed to you.

On Mon, Aug 12, 2024 at 7:51 AM Lesa Warner lwarner@cityofbryant.com wrote:

Do you have a receipt for this purchase and repair? If not please reach out to Mr. Lopez and ask him to write out a detailed statement of what he repaired and when.

On Sun, Aug 11, 2024 at 5:48 PM Joyce Martin jhuggins0219@gmail.com wrote:

----- Forwarded message ------

From: Mary McElhaney <albert_marym@icloud.com>

Date: Sun, Aug 11, 2024 at 3:47 PM

Subject: Plumbing 2627a Milspark rd Byarnt Ar.

To: <Jhuggins0219@gmail.com>

Paid Luis Lopez \$400.00 for 4 vanity faucets and one sink faucet and bath tub faucet and water line to bath tub Aug 8th 24 Albert McElhaney
Sent from my iPhone



Lesa Warner

Water Billing Office Assistant City of Bryant

501-943-0441 | 501-943-3410 Fax

lwarner@cityofbryant.com

www.cityofbryant.com

210 SW 3rd St. Bryant, AR 72022

501-507-2768

US Rooter and All Type Plumbing

17023 Batesville Pike Sherwood, AR 72120 US (501) 835-1500 usrooteralltypeplumbing@yahoo.com www.alltypeplumbing-usrooter.com

> BILL TO McELHANEY ALBERT 106 DEAUVILLE DR MAUMELLE, AR 72113

Invoice

SHIP TO 2627 A Mills Park Rd Bryant, AR

					FNOLOSED
				TERMS	
		TOTAL DUE	DUE DATE		
	DATE				
INVOICE #					
			08/11/2024	Net 30	
		\$316.15	08/11/2024		
	07/12/2024				
36285					

DATE	VICE	DESCRIPTION	QTY	RATE	AMOUNT
Dav	id Herring Labor	WATER LEAK BACK SIDE OF HOUSE ON THE RIGHT. PULLED OUT BRICK TO GET TO THE PROBLEM 1/2 TEE BROKE. NEEDS TO BE REPIPED	2	130.00	260.00
100	0	Parts and Material	1	51.10	51.10T
		SURTOTAL	Annual Control of the		311.10

SUBTOTAL TAX TOTAL BALANCE DUE

5.05 316.15

\$316.15

001.01177-11

US Rooter and All Type Plumbing

17023 Batesvilla Pike Sherwood, AR 72120 US (501) 835-1500 usrooteralltypenlumbing@yahoo.com www.alltypeplumbing-usrooter.com

MCELHANEY ALBERT

36 DEAUVILLE DR

MAUMELLE, AR 72113

Invoice

SHIP TO

2627 Mills Park Rd

Bryant, AR

DATE	SERVICE	DESCRIPTION	QTY	PATE	AMOUNT
an and a suite for an annual annual annual an an an an air an an an an air an	David Herring Labor	SUPPLY LINE UNDER KITCHEN SINK	1	130.00	130.00
	1000	Parts and Material	1	27.95	27.95T
		(SU)TOTAL			157.95
		, MX			2.76
•		TOTAL			160.71
					160.71
		BALANCE DU	JE		\$0.00

CITY OF BRYANT	WATER AND WASTEWA	ATTECO I MALL CONTRACT * *		
I FAK ADILISTE	MENT REQUEST	ATERUTIUTIES		
Date of Requests	ALLA VECTORS!			
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City: 3	ryant	Work Phone: State, Zip:	1	-
Date Leak Detected:	and the second s	Date Repaired: .	12.	022
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Description of Cause of Lea	akal faucet, tollet, underground,	etc.):		,
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Explanation of how leak was	revaired; "Accord plumbing inv	olce of receipts for repair	parts	
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 If you are dissatisfied with decision. 	the decision of the WSAC you i	have the right to appear be	sfore the Bryant City Co	uncil for a final
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A CONTRACTOR OF THE PARTY OF TH	No payment perio	od 3 Months 6 M	onths. Payment	· (Management
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Cuatomer Service Manager	and the state of t			

SERVICE WORK ORDER SERVICE INVOICE DENNY DYER PLUMBING CO. No. 5570 All Phases of Home Remodels and Plumbing Repairs PHONE 778-6453 Day or Night 1922 RIVER ROAD . BENTON, AR 72015 Date of Order Date Cushomer's Order No Mechanic Order Taken By PATO Address Day Work ☐ Contract City C Extre Job Name and Location Job Phone Work Ordered By DESCRIPTION O F WORK TOTAL

☐ No One Home

Date Completed

I hereby acknowledge the satisfactory completion of the above

MATERIALS TOTAL LABOR

TOTAL AMOUNTS

☐ Total amount

due for above

☐ Total billing to

be mailed after

101-046/2-00

Tonyia Stanton 1401 Cedar Dr. Bryant, al Bryant, 12019

phon-501-804-206

CITY OF B	RYANT WAT	ER AND WASTEN	ATEO I Prii erica		
LEAK AL	MUSTANEI	YT REQUEST	ATER UTILITIES		
Date of Reque	st:	I MEQUEST		An areas in the African and Carlotte and African Street, Theorem	
Customer Nan		ELVE E	Service Account No.:	.003-10	380-0
Service Address	\$ 340	stib Frank	minutes	Interest of the second of the	31
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Date Leak Dete	cted:	An and and the second s			022
		and the second s	Date Repaired: .	7./24	*
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Crestomer Service Manager





Lajena Holt < lholt@cityofbryant.com>

[waterbilling] Fwd: Receipt

1 message

Michelle Franks <michellelfranks@hotmail.com>

To: "waterbilling@cityofbryant.com" <waterbilling@cityofbryant.com>

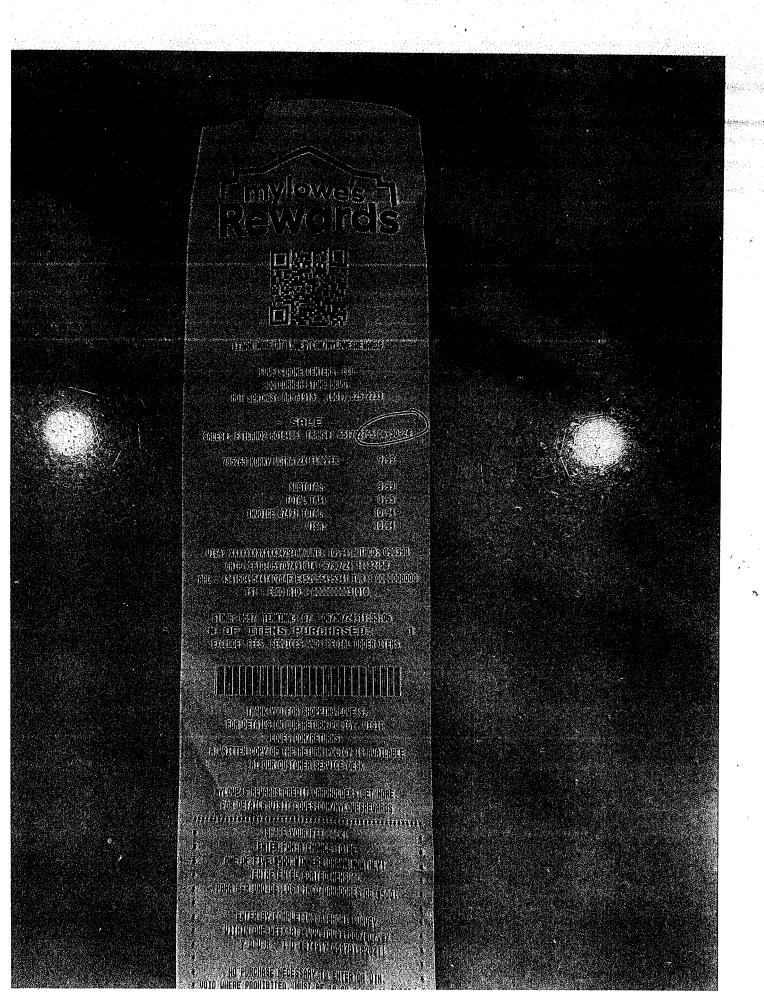
EyeCare Center of Saline County

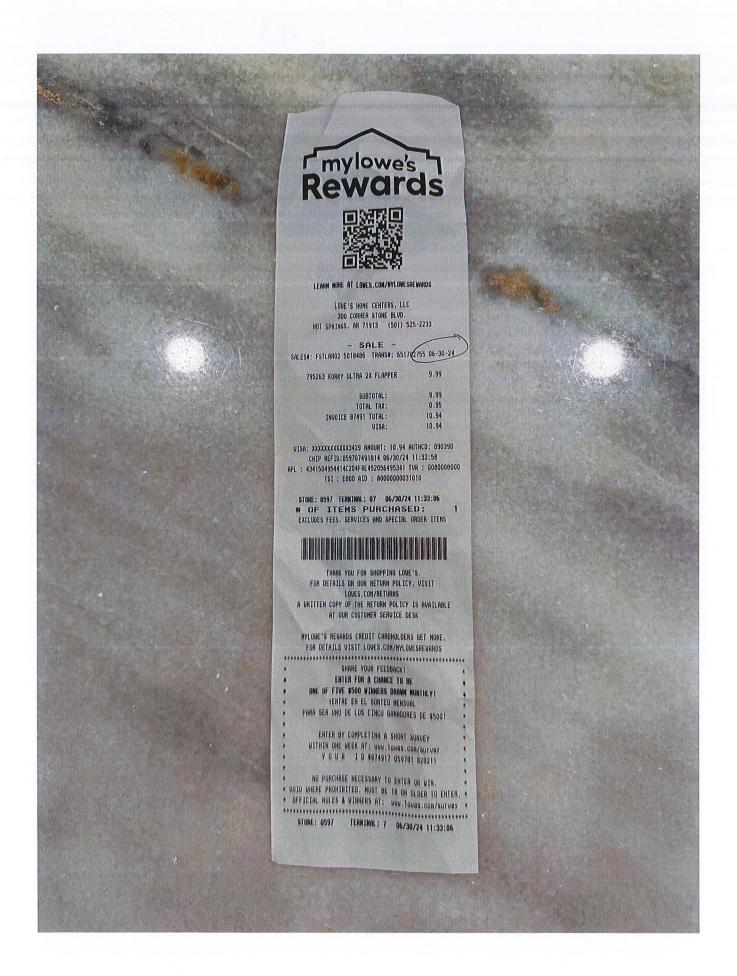
3401 Highway 5N

Account #: 003-10380-00

Please see attached- leaking/running toilet (this is part of the problem- still working on the other issue at the road where a line was hit

Thanks! Michelle Franks 501-909-9665





Service Address: 2	MENT REQU 08/24 LAN KAY 203 Defor Dryant	JEST	Service Accou Home Phone: Work Phone: State, Zip: Date Repaired	int No.:	02-0 	12022
Water						
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Explanation of how leak was	repaired: Attach p	lumbina invoid	e ocrecelate i	for randitum	and and the second angular great depth and the constituted	
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	k	Letingii, hellod	# Months	6 Months	Payment Ame:	

Friday, August 2, 2024

City of Bryant Water/Sewer Dept. 210 Southwest 3rd Street Bryant, AR 72022 (501) 943-0441

RE: Account #: 102-01221-00 Residential Domestic Water/Sewer Service Request for Leak Adjustment

To Whom it May Concern:

On or about June 22, 2024, employees of the City Water/Sewer Department arrived at our house and we witnessed them removing the lid from our meter box and "investigating". They later came to our door and informed us that they had turned off our water service due to an apparent leak which I presumed was triggered by a leak alarm at City Hall.

I later found out that they replaced the meter, believing that it could have been a faulty meter. That did not resolve the issue.

I contacted a friend of mine with Rock City Plumbing, Jimmy Dangar, and asked him to send out a plumber to investigate (see attached screen shot of text message). His plumber, Willie, arrived at our house around 5:30 a.m. on June 25, 2024 and after investigation, he told me that he believed that the service line was broken under our slab.

I filed a homeowner's insurance claim with Farmers Insurance, only to have the adjuster tell me a week later that unless he could see some type of structural damage to the home, Farmers would not cover it. I then contacted our home warranty company, Choice Home Warranty, who dispatched one of their contractors, "All Drains 70 Plumbing, LLC" (see attached invoice). That plumber told me that he believed the leak was between the meter setter and our valve box.

I then contacted Arkansas Underground Leak Detection (see attached Utility Verification Letter and Invoice #5086 in the amount of \$1,750.00). They discovered that the leak, which the City could not find and two other plumbers could apparently not find, was right next to the meter setter. The 1-1/4" service line had separated at a joint on the bottom of the PVC pipe and was leaking in a downward manner. They repaired the line on July 25, 2024 and returned on July 26, 2024 to turn the meter back on and flush our lines.

We had been displaced from our home, living in the Comfort Suites in Bryant, for almost a month (to the tune of almost \$2,300) and were finally able to return home this past Monday, July 29, 2024.

As I am somewhat aware of the ordinances regarding leak adjustments from my time spent working for the City of Bryant, I understand that I am entitled to "one leak adjustment per calendar year unless 'special or extenuating circumstances arrive' as determined by the City". Therefore, because this issue spans the time covered by two billing cycles, I respectfully request an adjustment over the two-month period (5/25/24 to 6/25/24 and 6/25/24 to 7/25/24). Until an adjustment can be made and presented to me, I do not intend to pay any portion of either bill and I do request that our domestic water remain in service until such time that this issue is

resolved and the options are presented to and accepted by me. I believe that my family has had enough of not having water and being displaced for a month to the tune of well over \$4,000.00.

I will not be able to attend the upcoming COB-WSAC on August 6, 2024, so I would appreciate this matter being placed on the agenda as well as the Leak Adjustment Review.

I am always available by phone (501-653-8916) or email (cakays1@yahoo.com) if needed.

Thank you all for your immediate attention to this matter and your continued service to the citizens of Bryant.

Respectfully,

Alan Kays

Alan Kays 2203 Defoe Circle Bryant, AR 72022 (501) 653-8916

Email: cakays1@yahoo.com

cc: Bryant Water/Wastewater Committee Members City of Bryant – Ward 1 Council Members Ashley Clancy – Bryant City Attorney



Arkansas Underground Leak Detection 501-850-6674 arkansasleaks@gmail.com License #MP6868

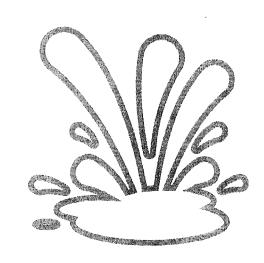
Utility Verification Letter

Homeowner Informa		
Name Alan Kays	Da	nte 7/26/24
Address 2203 Defae Circle		
Bryant	AR	72022
City	State	ZIP Code
Phone (501) 653-8916 Email Cal	cays1e	jehoo, com

Statement of Repair

Our technicians arrived onsite, performed a complete electronic leak detection, and found a leak on the exterior water service line. This leak has been repaired and all excess water usage has been eliminated.

Family or friend have a Leak? Have them call AULD! (\$50 savings on leak detection)



WE FIND & FIX LEAKS!

PROFESSIONAL LEAK DETECTORS

LEAK ADJUS Date of Request;	08122	24		in satisfied	ا المدادية المراجعة ا	
Customer Name:	Conner	Hams	Service Account No. Home Phone:	<u>: </u>	001.0Z	119-10
Service Address:	3406 Whi	liwina .	Work Phone:	, marrier	-	3/
City;	Bryant.		State, Zip:	· •	AR 72	022
Date Leak Detected:		*	Date Repaired:	-	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	9.24

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Greens at Hurricane Creek, a Limited Partnership

P O Box 13000

Fayetteville, AR 72703

Work Order No.

Date Call:

2708174

08/19/2024 08:40 AM

Status

Work Completed

Date Completed:

08/19/2024 01:01 PM

Toilet keeps running

Job Site:

Brief Desc:

0114/3406

3406 Whirlwind Street

Bryant, AR 72022

Caller Name:

Connor Harris

Caller Phone:

(479) 747-1570x

Occupant:

Harris (t0159164)

Home

(479) 747-1570x

Priority:

3-General

Ok to enter?

YES

Category: **Animal in Apt?**

Plumbing

SubCategory:

Toilet

Access Notes:

pte yes, pets no, alarms no

Problem Description:

The toilet in the unit keeps running when they flush it and it stops when they jiggle the handle because of

this the water bills comes high. Another 501-722-8057 his wife;s phone. CCoghi/RCC

Parts & Labor

Quantity/

Item Type/

Employee Name Description Hours **Unit Price** Total .00 Williams Williams .00 .00 Total .00

> Authorized by: Signed by **Dated** Invoice No.

Full Description

The toilet in the unit keeps running when they flush it and it stops when they jiggle the handle because of this the water bills comes high. Another 501-722-8057 his wife;s phone. CCoghi/RCC

Technician Notes:

replaced red seal

CITY OF BRYAN LEAK ADJUS Date of Requests Customer Name: Service Address: City; Date Leak Detected:	O CAU	IT REC 8/24 1452 NW Yant	WEST Veever 4th St	Service Acco Home Phone Work Phone: State, Zip: Date Repaired	unt No.:		2022 204
Description of Cause o	f Leaks(for	icet tollet,	underground, et	g.);			•
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Signature,	***************************************		 				
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CLINT Keever 8-16-24

201 N.W. 4th 102-00098-00

The line going to The House, Between The STREET And The House, Was leaking Repaid

Clint Keenon 501-251-4110





LEARN NORE AT LOWES.COM/NYLOWESREWARDS

LOWE'S HOME CENTERS, LLC 2330 NORTH REYNULDS ROAD BRYANT, AR 72022 (501) 213-2000

- MILITARY - PERSONAL USE SALE -

- SALE -

SALES#: FSTLAN03 4866504 TRANS#: 695948170 08-14-24

877090 5/8-IN ID BRASS BARB SPLT	11.12
6.18 DISCOUNT EACH -0.62	
2 9 5.56	
1436438 #8 PRO HOSE CLAMP	8.92
2.48 DISCOUNT EACH -0.25	
4 6 2.23	
1821609 KITCHEN SINKSHROOM	9.38
10.42 DISCOUNT EACH -1.04	
938594 AMERICAN RED CROSS DONALI	0.67
67 @ 0.01	
SUBTOTAL:	30.09
TOTAL TAX:	2.91
INVOICE 80286 TOTAL:	33.00
DEBITVISA:	33.00
CHANGE:	0.00

The second secon TOTAL SAVINGS THIS TRIP: \$3.28

LEAK ADJUS Date of Request:	08124	1.	Account No.:	erke jake kan en kan pe	ekis pareka arang di P
Customer Name:	Sheila Wit	attre Homes	Spous:	*	**************************************
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8/01/2024

Sims Plumbing LLC.

501-326-2290

Po.Box 1717 Benton Ar, 72018

simsplumbingar@gmail.com

Invoice Due Upon Receipt

Over 30 days are subject to late fees

Invoice#0171

20 neal st Bryant ar.

Rebuild toilet.

Total\$160.00