

# COMPTON WATER ASSOCIATION

P. O. Box 825  
Compton, AR 72624  
870-420-3930  
www.comptonwater@gmail.com

December 12, 2012

## NOTICE

Compton Water Association desires to answer all of your concerns and questions. Recently an information letter was mailed to each Member with a current financial and water system update, hopefully answering many of your questions. However at our Business meeting on December 11, 2012 questions were brought forward and were unanswered because of the overall disorder of the meeting. In this Notice, we will state the questions and supply answers best we can. Before doing that, this Notice is to serve as protocol for future meetings:

- If any Member (that's you) has a question or concern they want addressed at the upcoming meeting, you will need to call 870-420-3930 to state your concern or question with a request to be placed on the Agenda for the next Board Meeting. The Board will no longer open the floor for questions or comments; this has proven to be unproductive. They must be submitted prior to the meeting and the Board given a respectful opportunity to answer them. A time limit of 10 minutes per topic is now instated after normal business has been conducted.
- No longer will the Board place itself in a position where there is yelling, name calling, pointing in each others face or chest; nor will we consider the angry and violent outbursts as normal business as appeared in the last Business Meeting. Should these occur in the future, the meeting will be promptly adjourned until order can be resumed or rescheduled where business can be conducted peacefully and effectively. If need be, The Board will ask for security to be present at its meetings so we may conduct Business in the manner required of the current By Laws.

## UNANSWERED QUESTIONS:

1. **Why is my water bill so high?** Your water bill is in accordance with other Rural Water Associations in this area. A rate increase was done in 2010 because there were many outstanding and delinquent bills that needed to be paid; the lengthy list of repairs that still remain will take a significant amount of money to complete; Arkansas Rural Water has done a Rate Survey in November and they recommend we do not lower the rates as it takes this amount of money to supply clean and safe drinking water. If these rates are outside the scope of your understanding or budget, you might consider drilling a well. ***WE DO NOT SEE ANY OPPORTUNITY TO REDUCE RATES IN THE NEAR FUTURE NOR DO WE SEE THEM INCREASING.*** We are under the proper accounting and governmental oversight for this water company and will continue to operate in that same manner as long as this current Board is in place. Further, Compton Water Association, Inc. is a BUSINESS, it's not club where money is collected and spent at will, IT'S A BUSINESS and is currently run like one and the only way you will continue to have clean and safe water and to stay solvent is to run it like A BUSINESS. You might equate this water company like the electric or gas company, there is little difference – it is a utility you need in your day to day life.
2. **What are the due dates of the bill and when is it considered delinquent and when is disconnect notice in effect?** Your bill is mailed on the 1<sup>st</sup> of each month. It is both

# COMPTON WATER ASSOCIATION

P. O. Box 825  
Compton, AR 72624  
870-420-3930  
www.comptonwater@gmail.com

DUE ON the 15<sup>th</sup> and at MIDNIGHT the 15<sup>th</sup> there is a 10% late fee charged if unpaid because at that minute it becomes DELINQUENT. If your postmark on the envelope states it is the 15<sup>th</sup> and it arrives on the 16<sup>th</sup>, then there is no late fee, WE DO READ THE POST MARK ON THE ENVELOPE though that is NOT required of us to do so. 25 days after the 15<sup>th</sup> of the month a disconnect notice is sent out if the bill is not paid (that would be approx. the 10<sup>th</sup> of the following month). You are given 15 days to pay the bill or your water will be disconnected (UNNANOUNCED between the 25<sup>th</sup> and 30<sup>th</sup> of the same month).

3. **Will the due dates and water disconnect dates change?** NO, they will not and those who persist with calling this 'illegal' simply choose to remain misinformed. These dates are not only tied to State Laws regarding Notice and Collection, but they are also tied to how Compton Water pays its bills and what the By Laws state. IF YOU HAVE ANY QUESTIONS REGARDING THE BILLING CYCLE OR DATES, please feel free to call the office number and we will answer them again with this same information.
4. **Why aren't we getting grant money to help with repairs?** We are in the process of doing that. We are connected with the proper agencies to assist in grant funds and grant writing. These additional funds will definitely help in keeping costs down for the list of necessary repairs to the water system. As always, we will keep you informed of this progress.

## MEETING SCHEDULE:

**February, April, June, August, September, October, December.**

**Second Tuesday at 7:00 p.m. at Compton Community Building, Compton, Arkansas.**

At these meetings you will hear current financial information, the water condition, general problems and issues this Water Company faces each day. As always, we welcome you and your constructive and respectful input, questions and suggestions. We welcome ANYONE who wants to be a part of keeping this Water Company on track, solvent and able to supply clean and safe water to you. The current Board Members are UNPAID VOLUNTEERS and will continue in that same manner; there is absolutely no plan in place to pay Board Members. The ONLY paid people are your Water Operator, Bookkeeper and Meter Reader; they are all equally valued employees of this water Company and answer to the Board of Directors – they ARE NOT unsupervised.

Very sincerely,  
Compton Water Association, Inc.

Roger Jones, President  
John Berry, Treasurer, Director of Operations  
John D. Henderson, Board Member  
Bobby H., Water Operator  
Tom G., Meter Reader  
Veronica O., Bookkeeper