



CLIENT GUIDE TO WEBSITE

CONTENT & SITEMAP

JUNE 2018



LITTLE ROCK
**Water Reclamation
Authority** ONE WATER.
ONE FUTURE.



Contents

Revised Site Map	6
Landing page	10
Home.....	10
Header.....	10
Emergency contact.....	10
Social media links	10
Vendor login.....	10
Slider	10
One Water. Once Future.....	10
Protecting the Health of Our City and Our Environment	11
Follow the Process	10
Ratepayer Resources	10
Announcements.....	11
Meetings	11
Vendor Portal.....	11
Awards	11
Careers	11
About Us Tab.....	12
What We Do and Why	12
Mission/ Why we're important.....	12
Protecting the One Water that we all share	12
Protecting Public Health	12
Protecting Recreational Opportunities and Quality of Life.....	13
Protecting Wildlife Habitats	13
Protecting Industry	13
History	14
Our Past.....	14
Our present	14
Awards	15
Video	15
Organization.....	15
Our teams.....	15

Divisions	16
Our Commission.....	20
Senior Staff.....	21
Facilities and Locations	24
Treatment Facilities.....	24
Regulation Compliance	26
NPDES Permits	26
Rain Gauge	26
Operations Blending Events.....	27
Public Meetings.....	28
Water Reclamation Commission Meetings.....	28
FAQs	29
Customer Center	33
My Bill Seems High.....	33
How to Read Your Bill	33
What Can Cause a High Bill	33
What Can I Do To Manage My LRWRA Billing.....	33
Where Your Money Goes.....	33
Work In Your Neighborhood	34
Rates: Commercial and Residential	34
Residential:.....	34
Commercial Rates	36
PRIVATE SEWER SYSTEM CLEANING	38
Private Sewer System Cleaning Permit Information.....	38
The Process	38
Your Responsibilities During Private Sewer System Cleaning.....	39
Frequently Asked Questions About Private Sewer Cleaning	39
Sewer Line Locator.....	40
Standards and Specifications	40
Ordinances	41
Rate Ordinance	41
Sewer Service Line Replacement Program Ordinance.....	41
General Ordinances	41
Pretreatment Ordinance.....	41

Brochures	41
Programs and Projects Tab	42
Residential Programs	42
Can the Grease.....	42
Cap the Cleanout.....	43
Sewer Service Line Replacement Program (SSLRP)	44
How Does It Work?.....	44
Step-By-Step Guide to Our SSLRP	45
SSLRP Procedures.....	45
SSLRP Inspection Scheduling Procedures	46
SSLRP Ordinance - 20,590	46
LRW Street-Cut Policy	46
Standard Specifications.....	46
Customer Application Form	46
Educational Programs	47
Don't Flush	47
Improvement Projects	49
Project Renew	49
Welcome to Project RENEW!	49
Project RENEW will:.....	49
What is involved in Project RENEW? (Follow up to see if/how the next two testing methods fit here).....	51
WHAT does Sewer Integrity Testing look like and what can be expected during the process?	51
HOW does Sewer Integrity Testing work?.....	52
WHEN will work begin?	52
WHY is the work needed?	52
IF smoke enters my home or business what should I do?	52
Community Connections.....	54
News.....	54
Media	54
Events.....	54
Calendar	54
Gallery.....	54
Community Partnerships	55
Community Garden.....	55

Central High School Science Fair	55
Sponsorships	55
Arkansas Drug Take Back	55
Public Meetings.....	55
Request a Speaker or Tour.....	55
Business Center.....	57
Vendor Portal.....	57
Register as a Vendor	57
Viewing Bid Opportunities	57
Financials.....	57
Where Does Your Money Go	58
Financial Reports.....	58
Capital Improvements.....	60
Improvements Are Underway.....	60
2016 System Evaluation and Capacity Assurance (SECAP) Update	60
Original 2002 System Evaluation and Capacity Assurance (SECAP) Report.....	61
Consent Administrative Order	61
Sierra Club Settlement	61
Learning Center.....	63
Elementary School Students	63
Coloring and Activity Pages.....	63
Word Finds.....	63
Video	63
Middle School Students	63
Community Projects.....	63
Science Fair Projects	63
Classroom Projects/Resources (this is a dropdown).....	63
High School Students:	64
Community Projects.....	64
Science Fair Projects	64
Interactive Learning: The Water Cycle.....	64
Volunteer with Us	64
Teachers.....	64
Resources	64

Water Conservation Activities	64
Careers in Water Science	65
Calendar of Water Related Observances	65
Request a Speaker or Tour.....	66
Contact Us.....	67
REACH US	67
VISIT US	67
MESSAGE US	68
Directory	68
Little Rock Water Reclamation Authority	68
Accounting	68
City Services	68
Community Relations.....	68
Customer Assistance.....	69
Engineering	69
Environmental Assessment/Commercial and Industrial User Relations	69
General Information	69
Human Resources/Employment	69
Maintenance	69
New Service/Locates.....	69
Permits/Permits Requests	69
Plant Operations	69
Residential and Commercial Customer Accounts.....	69
Sewer Leaks and Repairs.....	69
TDD for the Hearing Impaired.....	69
Wastewater Billing Inquiries	69
Information Requests	69
We would love to hear from you!.....	69
Request a Speaker or Tour.....	70
Careers	70

Revised Site Map

Landing page

Home

- *Header*
 - Emergency contact
 - Social media links
 - Vendor login

- *Slider*
 - One Water. One Future.
 - Protecting the Health of Our City and Our Environment
 - Follow the Process

- *Ratepayer Resources*
 - My bill seems high...
 - Work in your neighborhood
 - SSLRP

- *Announcements*
- *Meetings*
- *Vendor Portal*
- *Awards*
- *Careers*

About Us

- *What We Do and Why*

- *Mission/Why we're important*
 - There's only One Water
 - Protecting Public Health & Protecting the Environment
 - Protecting Our City's Quality of Life
 - Protecting Wildlife Habitats
 - Protecting Industry

- *History*
 - Our Past
 - Our Present

- *Awards*
 - Utility of the Future Award
 - Pisces Award
 - GEM Awards
- *Video*

- *Organization*
 - Our Teams
 - Divisions
 - Administration
 - Collection System Management
 - Engineering Services
 - Environmental Assessment and Enforcement

- Finance
 - Information Systems
 - Facilities and Equipment
 - Plant Operations
- Our Commission
- Senior Staff
- Facilities and Locations
 - Intro with administrative info
 - Treatment Facilities
 - Adams Field Treatment Facility
 - Fourche Creek Maintenance Facility
 - Little Maumelle Treatment Facility
 - Peak Flow Attenuation Facility
 - Clearwater Maintenance Facility
- Regulation Compliance
 - NPDES Permits
 - Rain Gauge
 - Operations Blending Events
 - Public Information
 - Calendar
 - Observed Holidays
 - Meeting Notes, Agendas, and Video Archives
- FAQs

Customer Center

- My Bill Seems High
 - How to Read Your Bill
 - What Can Cause a High Bill
 - Videos
 - What Can I Do To Manage My LRWRA Billing
- Where Your Money Goes
- Work in Your Neighborhood
- Rates: Commercial and Residential
 - Residential Rates
 - Commercial Rates
- Private Sewer System Cleaning
 - General Information
 - The Process
 - Homeowner Responsibilities
 - FAQs on Private Sewer System Cleaning
- Sewer Line Locator
- Standards and Specifications
- Ordinances
- Brochures

Programs and Projects

- Residential Programs
 - Can the Grease

- Cap the Cleanout
- Sewer Service Line Replacement Program
 - How Does it Work
 - Step-by-Step Guide
 - Details, Documents, and Forms
 - FAQs on SSLRP
- Educational Programs
 - Don't Flush
- Improvement Projects
 - Project Renew
 - Why is Project RENEW important
 - What are the benefits of Project RENEW
 - Pipe rehab methods
 - What ratepayers can expect during the project
 - LRWRA's access to ratepayer property
 - My pipes need rehab
 - Pipeline responsibility illustration
 - What's involved
 - Sewer Integrity Testing
 - Acoustic Inspection

Community Involvement

- News
 - Media
 - Press releases
 - LRWRA Newsletters
 - Follow us
 - Project videos
- Events
 - Calendar
 - Gallery (slider of photos)
- Community Partnerships
 - Community Garden
 - Central High School Science Fair
 - Sponsorships
 - Arkansas Drug Take Back
- Public Meetings
- Request a Speaker or Tour

Business Center

- Vendor Portal
 - Register as a Vendor
 - Login to existing vendor profile
 - Login to register a vendor profile
 - Viewing Bid Opportunities
- Financials
 - Where does your money go
 - Financial reports
 - Fiscal Year 2018 Budget
 - LRWRA 2016 Financial Audit

- LRWRA Previous Years Audits
- Annual Report
- Monthly Reports
- Capital Improvements
 - 2016 System Evaluation and Capacity Assurance (SECAP) Update
 - Original 2002 System Evaluation and Capacity Assurance (SECAP) Report
 - Consent Administrative Order
 - Sierra Club Settlement

Learning Center

- Elementary School Students
 - Coloring and Activity Pages
 - Word finds
 - Classroom Projects
 - Video (Water cycle)
- Middle School Students
 - Community Projects
 - Science Fair Projects
 - Classroom Projects/Resources
- High School Students
 - Community Projects
 - Science Fair Projects
 - Interactive Learning
 - Volunteer with Us
- Teachers
 - Resources
 - Water Conservation Activities
- Careers in Water Science
- Calendar of Water-related observances
- Request a Speaker or Tour

Contact Us

- Reach Us
- Visit Us
- Message Us
- Directory
- Information Request
- Request a Tour or Speaker
- Careers

Landing page (Image of flowing water and full-color LRWRA logo anchored at the bottom)

Home

Header

- **Emergency contact** (501.223.1509)
- **Social media links**
Facebook: @LRWaterReclamationAuthority <https://www.facebook.com/LRWaterReclamationAuthority/>
Twitter: @LRWasteWater
YouTube: Channel does not exist
- **Vendor login** (will link to “Business Center/Vendor Portal”)

Slider

Three different sliders:

1. One Water. Once Future.

Imagery: Insert compelling photo of waterways local if possible

Copy: Of all the water on earth, only 1% is drinkable. [There are no new sources of water. What’s here today, was here 2000 years ago.](#) (links to graphic of the water cycle) Protecting the *One Water* we all share, is vital to preserving our shared future. LRWRA works twenty-four-hours-a-day, seven-days-a-week, 365 days a year contributing to the protection and preservation of both. Learn more about what we do and why it’s so important that we keep getting it right. (links to “About/ What we do”)

2. Protecting the Health of Our City and Our Environment

Imagery: Insert photo of or similar to little girl playing in a stream used for the Earth Day ad

Copy: If we don’t treat reclaimed water, it means putting water filled with bacteria, harmful chemicals, and human waste back into the environment—the environment from which we take water to use in our homes. For us, doing our jobs well keeps our city from experiencing a public health crisis, and sustains the environment for generations to come. Learn more about our role in protecting public health and the environment. (links to “About/Mission/Why We’re Important”)

3. Follow the Process

Imagery: Insert photo of treatment process featuring people, or people working with water

Copy: We’re an organization driven by a process that protects your health and the environment. This starts with water that flows out of your washing machines, dishwashers, bathroom and public drains, and then becomes our responsibility. Learn more about our eco-friendly process and how the work we do daily protects public health and environment. (links to “About/History/Our Present/How the Process Works”)

Ratepayer Resources

- My bill seems high...(links to “Customer Center/My bill seems high”)
Images of sample bill
- Work in your neighborhood (links to “Customer Center/Work in your neighborhood”) Image of city map)
- SSLRP (links to “Programs & Campaigns/Programs/SSLRP”)
Image of people getting assistance, filling out forms or being instructed by someone outside in a hard hat)

[Announcements](#) (slider that is updated with information...this may need to be placed in one of the top three sliders when it pertains to closures or work in a neighborhood or emergency situations (which also be included in a pop up to be shown when users first land on the site)
/ [links to "About Us/Regulation Compliance/Public Meetings/Meeting Notes, Agendas, Videos"](#))

[Meetings](#) (lists two most recent meetings/[links to "About Us/Regulation Compliance/Public Meetings"](#))

[Vendor Portal](#) ([links to "Business Center/Vendor Portal"](#))

[Awards](#) ([links to "About Us/What We Do & Why/Awards"](#))

[Careers](#) ([links to "Contact Us/Careers"](#))

About Us Tab

What We Do and Why

- **Imagery: Industry specific photos of people (a mix of hardhats/administrative/engineers)**
- We realize that you may not think about what happens to water when it leaves your home. You don't have to. We do it for you.
- The process of proper collection, treatment and disposal of reclaimed water is vital to the health and safety of communities. At Little Rock Water Reclamation Authority, we ensure that the used water and solid waste that goes down your drains, and the overflow from heavy rain events, go safely from homes, businesses and streets, to a safe destination for treatment.
- Reclaimed water is carried through more than 1,000 miles of pipeline to one of our [four treatment facilities](#) (links to "About Us/Facilities & Locations"). The water undergoes a [natural cleaning process](#) (links to About/History/Our Present/How the Process Works) and is released into the Arkansas River after **exceeding** the current water quality standards. Putting this water back into a natural water source that serves as a habitat for wildlife, a sustainable water source for various industries and a source of recreation that enhances the quality of life for Arkansans, means **we must ensure that it's safe**.
- **The water we release is at least seven times cleaner than the water in the Arkansas River.** As part of the [National Pollutant Discharge Elimination System's](#) (NPDES) permits, we comply with daily, weekly and monthly regulatory requirements. NPDES is a federal program overseen locally by the Arkansas Department of Environmental Quality ([ADEQ](#)). **As the largest utility in Arkansas, we work closely with ADEQ to ensure regulatory excellence.**
- As the sanitary sewer service provider for the [City of Little Rock](#), our process serves:
 - Over 67,600 homes and businesses
 - Over 1,314 miles of public sewers

Mission/ Why we're important

- We take pride in **RECLAIMING WATER (our most precious resource), Protecting your HEALTH, and the ENVIRONMENT** in which you live, work and play.
- So here are just a few of the very important reasons why the work we do is so important:

1. Because there is only One Water that we all share

[Based on Earth's water cycle](#), the water that exists on our planet is the same water that existed millions of years ago. Used water is a part of this cycle, so once it's returned back to the environment, it must be clean enough to not damage the water sources into which it's being returned. Treating used water with a natural process that returns water to the environment cleaner than what occurs naturally and exceeding U. S. Environmental Protection Agency ([EPA](#)) and Arkansas Department of Environmental Quality [ADEQ](#) standards, is important to preserving quality water for future generations.

2. Protecting Public Health

Before the development of an effective system that both carried used water away from homes and businesses **and** treated it for harmful bacteria and other pollutants, this water continued to pose a risk to public health. Since we live, work and play so close to water, it and its surrounding environment have to be safe!

Why? Take a look at this list compiled by [Environment Canada](#) of potentially harmful substances carried in used water and the effects they can have on human health and ecosystems: **Insert infographic of list below or substitute the list for a graphic**

- Bacteria, viruses and disease-causing pathogens can pollute beaches and contaminate shellfish populations, leading to restrictions on human recreation, drinking water consumption and shellfish consumption;
- Decaying organic matter and debris can use up the dissolved oxygen in a lake so fish and other aquatic biota cannot survive;
- Excessive nutrients, such as phosphorus and nitrogen (including ammonia), can cause eutrophication, or over-fertilization of receiving waters, which can be toxic to aquatic organisms, promote excessive plant growth, reduce available oxygen, harm spawning grounds, alter habitat and lead to a decline in certain species;
- Chlorine compounds and inorganic chloramines can be toxic to aquatic invertebrates, algae and fish;
- Metals, such as mercury, lead, cadmium, chromium and arsenic can have acute and chronic toxic effects on species.
- Other substances such as some pharmaceutical and personal care products, primarily entering the environment in wastewater effluents, may also pose threats to human health, aquatic life and wildlife.

3. Protecting Recreational Opportunities and Quality of Life

Home buying and building, business location selections, and travel planning are often influenced by water activities such as swimming, fishing, boating and picnicking. Since we clean use water and put it back into waterways that are used by our city's residents, it's important that our processes work at all times. Our team works hard to ensure that they do.

4. Protecting Wildlife Habitats

The Arkansas River and its tributaries are full of hundreds of species of fish and other aquatic life, and water birds who use the areas for feeding, resting and breeding. It's important to protect the balance of this ecosystem because it affects the balance of our own!

5. Protecting Industry

Clean water is critical to plants and animals that live in water. Maintaining their habitat is important to the fishing industry, sport fishing enthusiasts, and future generations who will take advantage of these areas for either their livelihood or recreational activities.

Our Past

- In the past, not even the distant past, used water wasn't treated. Until 1961, there wasn't a singular system to remove wastewater from homes or businesses, but rather a combination of strategies all of which disposed of raw wastewater into the Arkansas River. Our first treatment facility, the [Adams Field Facility](#) (links to "About Us/Facilities & Locations/Adams Field Treatment Facility") came into service in 1961, but it wasn't until 1972 that we started treating wastewater properly.
- How the process has improved
 - 1972 wasn't that long ago, but in the meantime our process has grown leaps and bounds. [We've even won awards for the quality and innovation of our work](#) (to "Awards" section below). First, we want to talk you through our process.

Our present

- How the process works
 - Water that flows down and out of your washing machines, dishwashers, bathroom drains, and public drains, becomes our responsibility. At our treatment facilities, we use a safe and natural process to treat this "used" water, and return it to the environment—in our case, this is the Arkansas River. The water released by LRWRA often exceeds the water quality standards of the Arkansas Department of Environmental Quality ([ADEQ](#)) and the U.S. Environmental Protection Agency ([EPA](#)).
 - Our process begins as wastewater is transported from homes and businesses through over 1,314 miles of public sewer piping, all maintained by LRWRA, to one of [three treatment facilities](#) (to internal page "Facilities and Locations"). These facilities have the capacity to treat up to 56 million gallons of used water a day, not accounting for the [Peak Flow Attenuation Facility](#) (internal page "Facilities and Locations") which will store up to 30 million gallons of used and run-off storm water at time when rain water exceeds the maximum capacity of the treatment facilities.
 - Treated with a natural and organic process ([Insert graphic of the process](#))
 - Screened through filters
 - Put in large basins for two hours, where particles which were too small to be screened will either fall to the bottom, or be skimmed off the top.
 - The flow is then moved to aeration tanks where a microorganism population consumes the dissolved organic material left in the water.
 - Then the water is moved to a non-aerated tank where these microorganisms settle to the bottom, and are removed from the water to be put back into the aeration tanks
 - Then water is treated with ultraviolet light to sterilize any remaining bacteria remaining after treatment.
 - Water is then tested, and once it meets (or 99.9% of the time, exceeds) Environmental Protection Agency ([EPA](#)) and Arkansas Department of Environment Quality ([ADEQ](#)) standards it is pumped back into nature, specifically the Arkansas River where it is no longer a hazard for natural or public health.

- We're so committed to reducing waste, that we take the organic sludge filtered out of treated water, introduce it to bacteria and use the methane gas produced from this process to power the [Fourche Creek Treatment Facility](#) (page "Facilities and Locations").

Awards

Utility of the Future Award

- In 2017, we were one of twenty-five utilities in the nation (out of 16,000) to be recognized for our innovation and forward-thinking strategies that manage the storm and used water of an entire city. The [Utility of the Future Award](#), given by the [National Association of Clean Water Agencies](#), was granted to us in part for our reuse of methane gas collected during the purification process and using it to power our Fourche Creek Treatment Facility.

Pisces Award

- We've been awarded the [EPA's Performance and Innovation in the SRF Creating Environmental Success \(PISCES\) Award](#) for our innovative thinking and approach to ratepayer care with our [Sewer Service Line Replacement Program \(SSLRP\)](#) (to the internal page "SSLRP"). Since January 2013, this program has offered qualified ratepayers up to \$2,500 in reimbursement toward the repair or replacement of private sewer lines. Adding value to homes, preserving our system and reducing the chance of wastewater backups into our ratepayers' homes.

GEM Awards

- AT LRWRA, we believe in acknowledging the people who make our award-winning processes possible. We created the GEM Awards to acknowledge staff who make what we do seem easy by Going the Extra Mile. [Click here](#) (links to stories about GEM wines as appeared in the LRWRA newsletter) to read the stories about our team members who have been named GEMs by their peers.

Video

Organization

Our teams

- Protecting our most precious resource requires the dedication and hard work of committed employees. LRWRA is committed to providing excellent quality sewer services for both residential and business customers as it keeps water resources safe for wildlife and human reuse. The employees of LRWRA are dedicated professionals who work to provide a safe and clean environment for our City. LRWRA is recognized as a leader in the State of Arkansas. Numerous awards have been received from the Environmental Protection Agency and the Association of Metropolitan Sewage Agencies.

We have employees who:

- Maintain over 1,314 miles of public sewers.
- Serve over 67,600 homes & businesses.

- Operate an administrative office, a maintenance facility and a wastewater facility in west Little Rock, two wastewater Facilities in east Little Rock and 30 pumping stations.

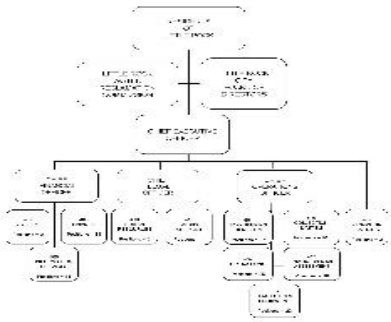


Figure 1: LRWRA Organizational Structure

Divisions

Administration

The Administration Division provides services in the areas of Training, Human Resources, Legal, Environmental Health & Safety (EHS), Customer Assistance, Administrative Support, Security, and Community and Media Relations. Human Resources is responsible for compensation, employee benefits, employment policies, procedures, and professional development. Employee Relations and Administrative Support coordinates clerical assistance to all divisions while creating, planning, and implementing LRWRA-sponsored employee activities and events. EHS prepares and coordinates the safety and security programs, environmental health, training, and self-insured workers' compensation program. EHS also monitors the work environment for compliance with safety and environmental waste regulations, investigates all work-related and vehicle incidents, and provides on education and prevention services. Community Relations coordinates all public and media communication, represents LRWRA in the public and develops public education and outreach programs, creates, edits and distributes all publications, and develops and coordinates presentations for public meetings (civic, residential, governmental and trade association meetings and exhibits). Customer Assistance also responds to residential complaints, damage claims, and general inquiries.

Collection System Maintenance

The Collection System Maintenance Division is responsible for all maintenance of and repairs to all assets within the Little Rock collection system. The Collection System Maintenance Division is comprised of the following three departments: Cleaning/Inspection, Construction/Repairs, and Fleet Services. These departments complement each other in accomplishing internal and external tasks that provide sanitary sewer services, excellent collection system maintenance, and customer satisfaction.

- Cleaning/Inspection:** The Cleaning/Inspection department works continuously to meet established annual goals and to provide the necessary support services to maintain and maximize the effectiveness of the Little Rock Water Reclamation Authority sewer collection system. Specifically, the Cleaning/Inspection department is responsible for providing the following services associated with the sewer collection system: cleaning, inspection, right-

of-way/easement clearing, and emergency response. Through conduction of these services allows the department to ensure that customer complaints are properly handled, that collection system preventive maintenance needs are met, and that sanitary sewer overflows are strategically limited.

The Cleaning/Inspection department also offers support services to the Construction/Repairs department. These support services include, but are not limited to, sewer line locates, inspections for capital projects, street wash-downs, and mainline repairs. In addition, the Cleaning/Inspection department offers support services to the Engineering department. These support services include the CCTV of Overflow Mitigation Project (OMP) areas, smoke testing, and service line inspections in response to requests from the Permits department.

- **Construction/Repairs:** The Construction/Repairs department works continuously to meet established annual goals and to provide necessary services to maintain and maximize the effectiveness of the Little Rock Water Reclamation Authority sewer collection system. Specifically, the Construction/Repairs department is responsible for providing the following services associated with the sewer collection system: main line repairs and replacements, service line repairs and replacements, and installation of new mains in order to replace old community service lines.

Construction/Repairs department collaborates with the Cleaning/Inspection, Plants/Facilities, and Engineering departments in an effort to eliminate the following: severely damaged main lines; inflow from corrupt private service lines in the street right-of-ways; old community service lines; and those areas within the collection system that are prone to overflow occurrences. These activities aid in determining those assets within the collection system for which funding should be utilized in order to maintain the collection system under capital investment projects and O&M maintenance.

- **Fleet Services:** It is the mission of Fleet Maintenance to provide a support service that manages all fleet needs for Little Rock Water Reclamation Authority and Central Arkansas Water in the most cost effective, timely manner to ensure that the goals and tasks of each utility can be accomplished and the overall performance and life of the fleet is maximized.

Engineering Services

Administer all functions within the Engineering Division, including wastewater engineering, capital improvement plan administration, and collection system administration. The Engineering Division ensures that the Utility's short- and long-term goals are implemented as effectively as possible while ensuring accountability, accuracy and customer and ratepayer satisfaction.

- **Wastewater Engineering** - Determine policies for engineering practices and design. Design, coordinate, and manage engineering projects and studies with other divisions of the Utility, private consulting engineers, the City of Little Rock, Arkansas Highway and Transportation Department (AHTD), and other utilities and agencies. Provide support to management through engineering calculations and graphical presentations. Provide in-house detailed design documents, project administration and inspection services for both in-house construction and Contracted work. Provide engineering support through planning design and inspection for the various annual maintenance construction contracts for both capital projects such as the trenchless rehabilitation and yearly maintenance contract such as chemical root control and pipeline cleaning.
- **Professional Service Contract Administration** - Negotiate, administer and manage all professional services contracts for planning, pre-design and design of capital projects. Review

and coordinate the design of major sewer facility improvements protecting the interests of Little Rock Water Reclamation Authority. Coordinate the professional services procurement process and conduct related informational meetings. Review and approve invoice processing, status reports, and accounting system requirements. Determine policies for standard engineering practices, design, and technical specifications.

- **Capital Improvement Plan Administration** - Administer, direct and manage construction of the Little Rock Water Reclamation Authority Capital Projects. Provide management oversight of contractor's construction activities to achieve successful project completion. Participate in pre-construction and progress meetings, assist consulting engineer to resolve engineering and construction conflicts and disputes, provide clarifications, interpretations, and directives as necessary to meet the terms of contracts and conditions and to minimize any negative impacts on the projects. Approve work directive changes and oversee administration of change orders approval. Oversee consulting engineer's review and processing of invoices and construction progress payments. Provide information as required to meet funding agency reporting and compliance. Prepare and maintain construction files including easement acquisition and Contracts. Oversee consulting engineer's coordination of construction activities with other utilities, internally, and other governmental agencies having jurisdiction, and regulatory agencies. Ensure construction compliance with contract documents and regulatory agency requirements. Review plans and specifications for constructability and risk mitigation.
- **Collection System Administration** – Provide engineering support as required to establish standard engineering practice and minimum standards for design and construction of collection system expansions. Provide inspection oversight for developer funded collection system expansions. Obtain and review all records of easements, plats and as-built information for all extensions to the collection system. Provide system information to potential customers concerning connection locations and requirements. Issue connection permits and provide inspection services for private service line connections.

Environmental Assessment and Enforcement

The Environmental Assessment Division (EAD) supports Little Rock Water Reclamation Authority (LRWRA) by providing quality assured environmental monitoring data through sampling, testing, inspections, and investigations, as well as administering the Sewer Service Line Program and the Sewer Service Line Replacement Program. As Director of Environmental Assessment, Stanley Suel oversees the division's five departments; Compliance Laboratory, Quality Assurance, Pretreatment Program/Commercial User Relations, Plan Review/Sample Collection, and Sewer Service Line Program.

- **The EAD Compliance Laboratory** confirms daily compliance with effluent limitations of the National Pollutant Discharge Eliminations System (NPDES) Permits issued by the Arkansas Department of Environmental Quality (ADEQ) to three LRWRA treatment plants and provides quality assured compliance testing on industrial wastewater sources, treatment plant processes, and by-products to establish quality data to support other LRWRA departments' operations.
- **The Sampling/Plan Review Team** schedules and coordinates all aspects of industrial, commercial, and treatment plant representative sample collection, preservation and delivery, and specializes in commercial plan review to oversee/approve the use of LRWRA EAD/Engineering specified devices necessary for compliance with local ordinances.

- **The Pretreatment Program** is committed to assist all customers within the LRWRA service area and encourage pollution prevention through best management practices and pretreatment devices to meet Federal, State, and Local Ordinance regulations. The EAD Pretreatment Program will continue to take a cooperative approach in regulating local industries, in accordance with 40 Code of Federal Regulations 403, to prevent detrimental effects on the collection system assets, treatment plants, employees, and Arkansas River. Working together, LRWRA, and its customers preserve Arkansas’ natural water resources.

As a vital part of the overall Pretreatment Program required by the Federal and the state issued NPDES permits, EAD assists industries with meeting effluent limitations set by the EPA and local requirements. EAD recognizes industrial users with good compliance records by sending excellence certificates to those industries.

- **The Sewer Service Line Program** encompasses both permitting and inspection of all sewer service line installations and repairs as well as the Sewer Service Line Replacement Program. The LRWRA Permits Desk issues all permits for Sewer Service Line work within LRWRA’s coverage area including new construction, service line replacement, repairs and sewer seals as well as street cuts for both residential and commercial customers. The Service Line Inspector assures all installations of sewer service lines meet LRWRA specifications. The Sewer Service Line Replacement Program assists Little Rock residences with the replacement of their old qualifying service lines with a reimbursement of up to \$2,500.
(<http://lrwra.com/sslrp>)

Through EAD’s support LRWRA provides wastewater treatment that protects the community and the environment. EAD’s efforts ensure our water resources are available for current and future generations to enjoy.

Finance

The Finance Division is responsible for all financial information and reporting, purchasing of and payment for all LRWRA equipment and supplies, and customer service support. Specifically, the Accounting and Purchasing Departments make up the Division of Finance. These two departments complement each other in accomplishing internal and external customer satisfaction.

- Accounting provides monthly and annual financial statements, collects data and prepares the annual budget, verifies invoicing and payments for both accounts receivable and accounts payable, operating and capital improvement expenditures, processes all aspects of bi-weekly payroll, and offers customer service to residents of Little Rock for sanitary sewer service.
- Purchasing provides support by coordinating the purchase of all wastewater equipment and supplies in accordance with all state and city regulations.

Information Services

The Information Services (“IS”) Division of LRWRA serves and supports the information technology and infrastructure needs of the internal LRWRA customer and guests, and provides specific wastewater related web services to the citizens of Little Rock. The IS team is comprised of three distinct disciplines; Database Administration, Instrumentation, and Network Administration.

- Our **Database Administration** team supports our Enterprise Level Databases, Application Development, Geographic Information Systems (“GIS”), Work Order Management System, and Reporting Services.

- Our **Instrumentation team** handles everything from cabling, Audio/Visual, Plant Automation, SCADA Development, Two-way Radio Systems, Fire/Burglar Alarm, Security Access and Camera/Video Monitoring, to PLC programming.
- The **Network Administration** team combines the traditional IT services of PC and Application Support with several areas of expertise to provide an overall Enterprise Level experience for the LRWRA user. Just some of our areas of support includes LAN/WAN management, Server hardware and Operating System support, Active Directory implementation, Web Site Administration, Email Services, File System Security, and Remote User Access. Our helpdesk system supports these three departments and assists in our service to the users of the LRWRA Information Services Division.

Facilities & Equipment

Plants/Facilities: The Plants/Facilities department works continuously to provide necessary services to maintain and maximize the effectiveness of all Little Rock Water Reclamation Authority plant and facility operations. Specifically, the Plants/Facilities department is responsible for providing services related to the maintenance and repair of all process equipment, pump stations, and buildings associated with the day-to-day operations of Little Rock Water Reclamation Authority. These facilities include, but are not limited to, three wastewater treatment facilities and thirty-one collection system pump stations. In addition, this department is responsible for maintaining portable generators and pumps which can be deployed and utilized anywhere within the collection system in an emergency capacity at all times.

Plant Operations

The Operations Division is responsible for receiving and treating commercial, industrial, and residential wastewater from customers in the City of Little Rock. Using the various combinations of physical and biological treatment processes to remove the waste components from the wastewater stream, the final product of treated and clarified effluent from both the Adams Field and Fourche Creek Wastewater Treatment Plants is reintroduced into the environment via the Arkansas River. While governed by the National Pollutant Discharge Elimination System (NPDES) standards issued through the State of Arkansas, both facilities consistently excel in water quality meeting these standards on a 99.9% basis.

Our Commission

Little Rock Water Reclamation Commission (LRWRC)

Little Rock Water Reclamation Authority is overseen jointly by the LRWRA Chief Executive Officer and the Little Rock Water Reclamation Commission, which is comprised of seven members. These citizens, who are appointed by the Little Rock City Board of Directors, work closely with the LRWRA CEO in overseeing LRWRA operations. The City Board establishes sewer rates & approves certain financial matters, including the issuance of bonds.

They meet monthly at **4 p.m.** on the **third Wednesday** of each month at the Little Rock Water Reclamation Authority's Clearwater Administration Building at 11 Clearwater Drive in Little Rock (Subject to rescheduling, please see [Meeting Calendar](#) **will link to calendar not found online**). For more information, call (501) 376-2903.

Insert copy, and files found at <http://www.lrwu.com/ssc> starting here:

To view the bylaws of the Little Rock Water Reclamation Commission, please [click here](#).

Senior Staff



Greg Ramon, CEO

Greg Ramon held several management level positions in the wastewater and water industry prior to beginning his tenure at Little Rock Water Reclamation Authority (LRWRA).

In October 2014, he joined the LRWRA team as the Chief Executive Officer bringing with him a successful track record of leading large complex utilities.

Greg's approach to leading LRWRA is based on establishing a strategic path that will put the utility in a long-term, sustainable position. With more than 26 years of experience, he cultivates a strong team environment of trust and cooperation with a strategic vision for success by working with the employees and the policy makers.

Greg's work experience includes successful tenures as the assistant general manager of the Central Arizona Project in Phoenix and several positions in the Water Services Department for the City of Phoenix ending as the assistant water services director.

Among other notable career achievements, Greg also authored and co-authored material in several trade publications, books and magazines. His professional interest focuses on memberships in organizations such as American Water Association, Water Environment Federation and National Association of Clean Water Agencies.

He earned a Bachelor of Arts Degree from National Louis University in Evanston, Illinois and a Master of Business Administration from the University of Phoenix.



Howell Anderson, COO

Howell Anderson P.E. Howell Anderson currently holds the position of Little Rock Water Reclamation Authority’s Chief Operations Officer with oversight responsibilities for Engineering, Collection System Construction and Maintenance, Treatment Facility Operations and Maintenance and Environmental Assessment.

Howell has dedicated his entire 35 years of Engineering and construction related professional service to the residents of Arkansas. Howell has a combined 19 years of service with Little Rock Water Reclamation Authority where he has previously held various management level positions within the Collection System Construction and Maintenance and Engineering Departments. Prior to returning to Little Rock Water Reclamation Authority in 2003, Howell worked for a concrete manufacturing and construction company where he ultimately held the position of General Manager.

Howell received a degree in civil engineering from the University of Arkansas in 1982 and became an Arkansas Registered Professional Engineer in 1987. Howell is an active member in numerous professional organizations related to our State’s water and engineering industry including service as the 2009 president of the Little Rock Engineers Club and the chair of the Arkansas Water and Wastewater Conference in 2013.



Jean Block, CLO

Jean Block joined Little Rock Water Reclamation Authority as Chief Legal Officer in April 2016. Prior to that she served as Chief Legal Counsel at the Arkansas Scholarship Lottery for three and a half years and as an Assistant Attorney General in the Arkansas Attorney General’s Office for seven years.

Jean holds an undergraduate degree in Sociology from the University of California at Berkeley and a juris doctorate from the University of Kansas School of Law. She served on the Little Rock Water Reclamation Commission from August 2011-August 2015. Jean is originally from Mill Valley, California.



Debbie Williams, CFO

Finance

Debbie Williams has more than 33 years of experience in finance with 27 of those years dedicated to Little Rock Water Reclamation Authority. Having served in almost every capacity in the finance division, she was promoted to director of finance in May of 2014, after serving as interim director. Debbie has used her knowledge of finance to develop an award winning operating and capital budget; she serves on numerous project teams and continues to demonstrate her leadership by overseeing a strong finance department. Debbie takes pride in ensuring fiscal accountability of public funds and finance transparency.



Walter Collins

Operations & Facilities

Walter Collins, P.E., earned a Bachelor of Science in Mechanical Engineering from Memphis State University. Walter has served as the Director of Operations and Facilities at Little Rock Water Reclamation Authority since March 2014. He has spent his 28 year professional career in wastewater serving utilities in Jacksonville and Little Rock. Previously at LRWRA he held positions including Staff Engineer, Sr. Staff Engineer, Engineering Supervisor and Superintendent at Fourche Creek Treatment Facility. Walter holds an Arkansas Professional Engineers License as well as an Arkansas Class IV Wastewater Treatment Operator's License. He is active in professional organizations and holds leadership positions in Arkansas Water Works & Water Environment Association (AWW & WEA).



John Holloway

Engineering Services

Mr. Holloway, a Little Rock native, has served LRWRA customers since 1990. The Engineering Division is responsible for capital improvements to the system which ultimately protect the health and environment of the residents of Little Rock. John holds a bachelor's in civil engineering and a master's in operations management.

Facilities and Locations

Little Rock Water Reclamation Authority has both an administrative and maintenance complex in addition to four treatment facilities to manage all of your service and informational needs.

[Click here](#) (will link to "Contact Us/Offices & Facilities" currently information found at <http://www.lrwu.com/About-Us/ContactUs>) for a list of contacts who can assist you with your need.

- **Treatment Facilities** (Possibly insert photos of these facilities including LRWRA staff to break up all of the copy)

- *Adams Field Treatment Facility* [Printable Map](#) | [Google Map](#)

The Adams Field Wastewater Treatment Facility has been in operation since 1961 and was Little Rock's first wastewater treatment facility. From 1961 until 1972, the facility was equipped with only primary treatment. Secondary treatment facilities were added in 1972 and the facility is now rated as a 36 million gallons per day complete-mix activated sludge facility, serving approximately 70% of the City of Little Rock.

The facility is a two-stage "secondary" treatment facility, designed to reduce the pollutant load by approximately 90%. A combination of physical and biological processes are utilized to reduce this pollutant load in wastewater. Wastewater from Little Rock enters the facility via three 60-inch diameter gravity sewer lines at an average depth of 30 feet below ground and requires the pumping or lifting of the sewage to the surface.

Wastewater is then sampled, flow measured, and is then screened to remove large particles. The flow then passes through three parallel primary clarifiers where solid materials settle to the bottom or float to the top to be skimmed off. Solids and floatables are then sent to a Preliminary building where grit, gravel, and scum are removed. Each circular clarifier is 11 feet deep and 115 feet in diameter. Wastewater is held in these basins for about two hours.

Following primary treatment, the flow enters the activated sludge secondary process. Each of the six rectangular activated sludge aeration tanks are 15 feet deep, 40 feet wide, and 160 feet long. A biological microorganism population, which utilizes the incoming dissolved organic material in the wastewater as food, is maintained in the tanks.

Following the aeration tanks, the wastewater passes through a final clarifier section to capture the biological organisms that settle in the final clarifiers. These biological organisms that settle are returned to the activated sludge aeration tanks. These circular clarifiers are 15 feet deep and 145 feet in diameter. The overflow then passes to the Disinfection Building where four channels of ultraviolet lights are utilized to sterilize the bacteria remaining after treatment.

Treated wastewater, which meets or exceeds all State and Federal requirements, is then piped to the Arkansas River through a six-foot diameter pipeline and discharged, causing no adverse effect on the river or public health. Solids captured during the treatment process are re-circulated in the aeration tanks to maintain a viable microorganism population, while some solids are wasted from the facility process daily via pumping through a five-mile, 12-inch force main to the Fourche Creek Treatment Facility for further processing.

- *Clearwater Maintenance Facility* [Printable Map](#) | [Google Map](#)

- The Clearwater Operations/Maintenance Complex sits on a 36.59-acre tract conveniently located at 5300 South Shackelford Road, with easy access to Interstates 30, 430, and 630. The building was constructed in 1989 to replace the LRWRA's old Central and West End maintenance shops on Arch Street and Asher Avenue.

LRWRA jointly owns the building with Central Arkansas Water (formerly known as Little Rock Municipal Water Works) and the LRWRA portion of construction cost about \$2 million. Additionally, the two utilities operate a Fleet Maintenance Department at the Clearwater facility for the maintenance and repair of vehicles and equipment.

About 100 LRWRA employees in the Division of Maintenance work from the Clearwater facility, making it the home base for the majority of LRWRA work force.

- [Fourche Creek Treatment Facility Printable Map | Google Map](#)
- Arkansas's most innovative wastewater treatment facility, Fourche Creek is a secondary treatment plant with step-feed activated sludge process and an installed capacity of 16 million gallons of wastewater per day (which can serve the population equivalent of 120,000 persons).

A combination of physical and biological processes is utilized to reduce the pollutant load by approximately 90% at the facility. Wastewater from southwest Little Rock enters the facility via a pressure line from a pump station located in College Station. The biological treatment process is comprised of three sets of aeration basins and three sets of final clarifiers. Its aeration system has three fine bubble ceramic diffuser basins with diffused air supplied by four sets of blowers, each of which has the capability of 6,350 standard cubic feet of air.

The Fourche Creek Treatment Facility can control its loading by having the amount of flow that is diverted to it increase or decrease by accepting 5 million gallons or less of flow diverted from Adams Field as desired.

The sludge from both Adams Field and Fourche Creek is thickened, digested and stored at the Fourche Creek facility. This digested sludge produces methane gas that is utilized in the engine/generator building to produce electricity, which operates the facility.

- [Peak Flow Attenuation Facility Printable Map | Google Map](#)
- LRWRA is required to reduce sanitary sewer overflows in Little Rock because of the settlement agreement between the utility and the Sierra Club. The Peak Flow Attenuation Facility project is designed to handle a storm where five inches of rain would fall within 48 hours, which is also referred to as a 'peak flow event.' The purpose of this project is to improve the hydraulic capacity of the collection system during heavy rain and address wet weather sanitary sewer overflows in the western end of the Fourche Bottoms.

At a cost of nearly \$33 million, the project consisted of constructing a 50 MGD pump station near Mabelvale Pike, 11,500 linear feet of force main pipe, two diversion structures and a 30 million gallon storage facility (a 10 million gallon and a 20 million gallon concrete structure). The detention basins store water generated by rain fall and then discharge into the collection system when flows return to normal. The Arch Street Pump Station rehabilitation and hydraulic upgrade project was also constructed simultaneously with the Peak Flow Attenuation Facility project. These projects complement each other in that they both enhance the hydraulic conveyance capacity of the sanitary sewer system through the Fourche Creek Bottoms, thereby reducing sanitary sewer overflows during wet weather events.

LRWRA engineers estimate that the Peak Flow Attenuation Facility will only be utilized 10 to 15 times annually.

- [Little Maumelle Treatment Facility Printable Map | Google Map](#)
- The Little Maumelle Treatment Facility is a two stage secondary treatment process which utilizes an extended air sludge configuration. Extended aeration is an aerobic (air enriched environment) process where there is a lengthy detention time afforded to the microorganisms in order to oxidize the incoming wastewater. Extended aeration treatment is very thorough

with nearly complete oxidation of the organic material taking place. This is critical at the Little Maumelle facility in order to reduce the amount of solid production given the limitations and requirements of the solid transfer ultimately to the Fourche Creek WWTF for further processing and pathogen reduction.

The Little Maumelle Facility began effluent discharge to the Arkansas River on August 8, 2011. The facility was designed by Camp Dresser and McKee, Inc. (CDM). The service area of the facility is a 51,465 acre area known as the Little Maumelle Service Basin of which approximately 15% is within the current city corporate limits. The facility is rated to treat 4 Million Gallons per Day (MGD) of predominately residential generated wastewater with a peak hydraulic loading capacity of 14 MGD. Sufficient land is available for future expansion with an ultimate build-out capacity of 12 MGD biologically and 28 MGD hydrologically.

The Little Maumelle Treatment Facility incorporates cutting edge treatment processes and state of the art technologies to minimize odor, noise, artificial light, and vehicle traffic impacts to the surrounding community. Aesthetic design factors have been utilized in an effort to blend in with natural scenic beauty of the surrounding property and nearby Pinnacle State Park. The plant is tied and controlled by the Supervisory Control and Data Acquisition (SCADA) system that allows monitoring of the facility from remote locations and other Little Rock Water Reclamation Authority Treatment Facilities.

The Little Maumelle facility is fortunate to have both an in-line tertiary drum filtration and state-of-art Ultraviolet Radiation disinfection systems. The purpose of the tertiary process is to produce a high quality effluent prior to disinfection. This reduction allows for effective disinfection to occur through the UV system prior to discharge into the Arkansas River. Ultraviolet disinfection of wastewater consists of a purely physical, chemical-free process, where UV radiation attacks the vital DNA of the bacteria directly. The bacteria lose their reproductive capability and are destroyed.

This facility is required by the State of Arkansas to reduce Total Suspended Solids (TSS) and Carbonaceous Biological Demand (CBOD) by 85% and has weekly and monthly effluent concentrations limitations on the TSS, CBOD, and Ammonia Nitrogen (NH3-N). This marvel of technology is another classic example of Little Rock Water Reclamation Authority's commitment to Little Rock residence future and the environment.

- [Request a tour! Determine if this has to be a printed form or if we can do an electronic submission form using the fields in this form that opens in a lightbox once clicked \(if so, who will this email form be submitted to\)](#)

Regulation Compliance

NPDES Permits Add to site map

LRWRA is up to date on all National Pollutant Discharge Elimination System (NPDES) permits and meet all federal regulatory limits in our reclaimed (finished) water that's released into the Arkansas River. The water we release is at least seven times cleaner than the water in the Arkansas River. As part of NPDES permits, we comply with daily, weekly and monthly regulatory requirements. NPDES is a federal program which is overseen locally by the Arkansas Department of Environmental Quality (AEDQ). As the largest utility in Arkansas, we work closely with ADEQ to ensure regulatory excellence. With capital improvement projects like "Project Renew" we are investing millions of dollars into our infrastructure to ensure great service today, as well as for future generations. If you have any questions, please call 501.688.1470

Rain Gauge

Load page and data found here: <http://www.lrwu.com/rain/rainfalltoday.aspx>

This copy will serve as header copy and will appear when the page is opened:

Little Rock Water Reclamation Authority, as part of the extensive SCADA (Supervisory Control and Data Acquisition) system, has several Rain Gauges located across the City of Little Rock. The data collected and provided on the following web pages are used to analyze the impact of rain on the collection system and process, to model the need for future expansion of the collection system, and to predict and understand sanitary sewer overflows. Use the menu on the left to exam data collected up to the minute today or on previous days. Little Rock Water Reclamation Authority assumes no responsibility for the use of or the accuracy of the data provided.

The other items in the side menu can remain there. The copy will have to be designed to align with the new design.

Operations Blending Events

Need copy from client on the language they use for a blending event

List of Pdfs organized by year:

2018

- [March 1, 2018](#)
- [March 6, 2018](#)

2017

- [May 5, 2017](#)

2016

- [May 1, 2016](#)
- [March 31, 2016](#)
- [March 8 - March 12, 2016](#)

2015

- [November 28 - December 1, 2015](#)
- [December 28 - December 29, 2015](#)

2014

- [April 14 - 15, 2014](#)

2013

- [December 21 - 22, 2013](#)
- [January 13 - January 14, 2013](#)

2012

- [March 21 - March 24, 2012](#)
- **Operations Blending Reports (to be supplied by client)**
List of Pdfs organized by year:

Public Meetings

You are invited to attend the public meetings held by the [Water Reclamation Commission](#) (will link to “About Us/Organization/Our Team/Our Commission”) where decisions are made about the service we provide.

Calendar

Water Reclamation Commission Meetings

Date	Description
November 15, 2017	Regularly Scheduled Meeting
December 13, 2017	Regularly Scheduled Meeting
January 17, 2018	Regularly Scheduled Meeting
February 21, 2018	Regularly Scheduled Meeting
March 21, 2018	Regularly Scheduled Meeting
April 18, 2018	Regularly Scheduled Meeting
May 16, 2018	Regularly Scheduled Meeting
June 20, 2018	Regularly Scheduled Meeting
July	Summer Recess
August 15, 2018	Regularly Scheduled Meeting
September 19, 2018	Regularly Scheduled Meeting
October 17, 2018	Regularly Scheduled Meeting
November 14, 2018	Regularly Scheduled Meeting
December 12, 2018	Regularly Scheduled Meeting

Observed Holidays

LRWRA will be closed on the following observed holidays: **(Also to be featured on the homepage under “Announcements”)**

Date	Description
Monday, December 25, 2017	Christmas Day
Tuesday, December 26, 2017	Christmas Day
Monday, January 1, 2018	New Year’s Day
Monday, January 15, 2018	MLK Day
Monday, February 19, 2018	Presidents Day
Monday, May 28, 2018	Memorial Day
Wednesday, July 4, 2018	Independence Day
Monday, September 3, 2018	Labor Day
Thursday, November 22, 2018	Thanksgiving Day
Friday, November 23, 2018	Day after Thanksgiving
Monday, December 24, 2018	Christmas Eve
Tuesday, December 25, 2018	Christmas Day

Meeting notes, agendas and videos

Keeping you informed is a part of what we do. For all Water Reclamation Commission meeting agendas, minutes, and videos [click here](#). **(This will open up another page that contains all the content currently found at this link.)**

FAQs

Welcome to the *Frequently Asked Questions* portion of our website!

If you have questions about Little Rock Water Reclamation Authority, the answers may be found in these FAQs, grouped by topic. Please search the category that best suits your question. If you are unable to find the information you’re looking for, don’t hesitate to contact us or submit your question using our [Information Request Form](#) (links to <http://www.lrwu.com/inforequest>)

The Q/As below will be in a dropdown design where the questions will expand to show the answer once clicked.

Employment & Career Opportunities

Q. How can I get a job at Little Rock Water Reclamation Authority?

A. Check out the Career Opportunities page on this web site to find vacancies and qualifications needed to apply. You may fill out an employment application if a vacancy exists for a position in which you are qualified. To obtain an application, call 501-688-1458 or visit our office at 11 Clearwater Drive.

LRWRA Operations

Q. What is LRWRA?

A. Little Rock Water Reclamation Authority is the sanitary sewer service provider for the City of Little Rock. After water is used in your bathroom, kitchen, or laundry room wastewater is transported to either the Adams Field or Fourche Creek treatment plants, where the wastewater is treated then released into the Arkansas River. The treated wastewater often exceeds the water quality standards of the Arkansas Department of Environmental Quality and the Environmental Protection Agency.

Q. What is the difference between water and wastewater?

A. Water refers to potable water or water that is fit to drink. It comes from the tap and is also used for cooking and personal hygiene, as well as commercial operations. Wastewater is the end result of drinking water. Water released after doing laundry, washing dishes, cooking, bathing, etc. This wastewater is treated by LRWRA and released into the environment after quality standards are met.

Q. What plans does LRWRA have for additional capacity needs?

A. We are in the midst of a 20-year capital improvement plan to increase capacity, update antiquated portions of the system and provide service to areas that are not connected to the system.

Q. Why are renovations needed?

A. Much of the existing system of wastewater collection is very old; some of it dates back to the 1800s. In the older areas of the city where the old part of the system is still intact, improvements need to be made to increase capacity and update technology.

Q. If I see a manhole overflowing, what should I do?

A. If you see a sanitary sewer overflow, **you should call the LRWRA and report it at 223-1509**, the dispatch facility. After reporting the problem, do not try to take action regarding the overflow yourself. Once the call is made, a LRWRA crew will be dispatched, if it is not already on its way.

Q. If I live near an overflow site, can I go into my backyard where the wastewater overflowed or is overflowing?

A. In periods of heavy rain or right after, the water coming from the overflow is about one part wastewater to three parts rainwater. There is a minimal health risk for contact with the water, but it is better to err on the side of caution. Children should not play in or around the manholes at any time.

Q. If I live in the city of Little Rock, but am not served by LRWRA, what should I do?

A. Contact LRWRA at 376-2903 to leave your name, address and contact number. You will be personally contacted for more information to determine whether you can access the system.

Billing

Q. Who do I contact with questions about my water bill?

A. All customer inquiries go to Billing Services at 501-372-5161 during normal business hours Monday - Friday 8:00 am - 4:30 pm. That number is listed on your bill in several places. If you want to contact that office by e-mail, go to the Central Arkansas Water (CAW) website.

Q. What is an AWC?

A. Your Average Winter Consumption (AWC), which is noted near the top of your water bill, is calculated by averaging the residential customer's actual consumptions for the months of October through March.

For example, a household might have the following actual consumption:

October - 7 Hundreds Cubic Feet (CCF)

November - 6 CCF

December - 6 CCF

January - 7 CCF

February - 8 CCF

March - 7 CCF

The total would be 41 CCF then divided by 6 (the number of months), which results in 6.84 CCF then rounded to 7 CCF, which is the AWC.

Q. How do I determine my total sewer bill?

A. Add the minimum availability charge and volumetric charges.

For example, using an AWC of 7, here is the computation:

Minimum service availability: \$11.29

Volumetric charge: \$4.17 x 7

Total: \$40.48

Commercial Customers

Q. Why is my business charged for actual consumption rather than an AWC?

A. The rate ordinance approved by the City of Little Rock allows non-residential customers to be charged on actual consumption according to the size of the water meter servicing the property.

Q. What are the fees for commercial connections or service?

A. Consolidated Fee Schedule

New Customers

Q. How do I set up service for the first time?

A. Call the Central Arkansas Water office at 372-5161 during normal business hours Monday - Friday 8:00 am - 4:30 pm.

Q. Why don't I have an AWC?

A. Until you have gone through the first cycle of winter months, from October to March, you will be billed on actual consumption. After that, your AWC will be calculated.

Customer Center

My Bill Seems High

Imagery: Photos showing customers being helped at a desk, in the field, over the phone

How to Read Your Bill

What Can Cause a High Bill

Videos

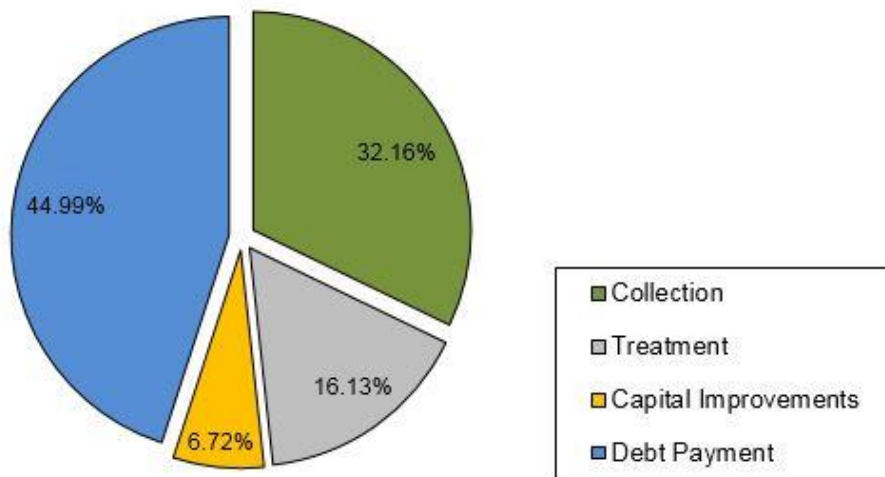
What Can I Do To Manage My LRWRA Billing

Where Your Money Goes

(Need to recreate the Pie Chart to match LRWRA rebranded website)

The Little Rock Water Reclamation Authority understands that every dollar you earn is important to you. So it is important to us that your dollars be spent wisely in creating a better quality of life for you and your family.

Today, the average Little Rock customer has an Average Winter Consumption (AWC) of 6 and the total wastewater charge on the average domestic bill in Little Rock is \$31.71. Your money goes for collection system maintenance, sewage treatment, capital improvements and debt payments.



*Chart is based on 2015 Financial Audit

- **32.16% Collection** Maintenance of facilities such as pipes, pump stations, and other facilities used to transport wastewater.

- **44.99% Debt Payments** For principal and interest payments for State Revolving Loans (1996, 2004A, 2004B, 2004C, 2007B, 2009A, 2013); the 2007A Sewer Bond, 2007C Sewer Bond, 2008 Sewer Bond, 2009B Sewer Bond, 2011 Sewer Bond, 2012 Sewer Bond, 2014 Sewer Bond, and 2015 Sewer Bond.
- **16.13% Treatment** System operations at the Adams Field, Fourche Creek, and Little Maumelle Treatment Facilities.
- **6.72% Capital Improvements** Includes improvements to the collection system, pump stations, transportation equipment, general plant, wastewater treatment plant and unsewered areas.

Work In Your Neighborhood

Below is a map for your reference. Check here for the locations of LRWRA utility work around the city—work that may be happening in your neighborhood, or along your commute. **(Currently no map to link to from existing site.)**

Rates: Commercial and Residential

Residential:

Residential Customer Rates and Information

Residential rates are based on a Service Availability Charge or base rate, Volumetric Charge for Operations and a Volumetric Charge for Debt Repayment with Volumetric Charges determined by the amount of water used. Water usage is measured in CCF, or is Hundred Cubic Feet. For example, 1 CCF is equal to 750 gallons. These three components determine the amount of the monthly bill for sewer charges. For more information, please view the [Complete Rate Ordinance](#).

Service Availability Charge

(Rates Effective January 1, 2017)

Size Water Meter Furnishing Water	Inside City Limits	Outside City Limits
5/8"	\$ 10.78	\$ 16.17
3/4"	\$ 13.88	\$ 20.82
1"	\$ 20.99	\$ 31.49

Volumetric Charge (Operations)

(Rates Effective January 1, 2017)

Volume of Water Consumed	Inside City Limits	Outside City Limits
Per 100 cu. ft	\$1.84	\$2.77

Volumetric Charge (Debt Repayment)
(Rates Effective January 1, 2017)

Volume of Water Consumed	Inside City Limits	Outside City Limits
Per 100 cu. ft	\$2.14	\$3.22

Average Winter Consumption (AWC)

This billing process began for residential customers when the City of Little Rock Board of Directors passed Ordinance 18,752 on September 17, 2002. The current Ordinance 20,594 continues on with this billing method.

Customers are billed on the average winter consumption (AWC). The AWC is based on the billing months of October, November, December, January, February, and March. The customer must have consumption greater than zero in three of the six months. Once the average is computed, the customer is assigned an AWC.

If the customer has a change in actual consumption records during the AWC period, the customer may make a written request asking for a review of his/her AWC to Little Rock Water Reclamation Authority, Accounting Dept, 11 Clearwater Drive., Little Rock, AR 72204 or you can email LRW Customer Service at AWCreview@lrwu.com.

Those new residential customers who do not meet the criteria will be billed on actual consumption until an AWC can be calculated. The AWC calculations for the new customers are done in April of each year.

Wastewater Rate Subsidy Program

A customer may qualify for payment of sewer rates payable according to the Wastewater Rate Subsidy Program by submitting a written application, as provided by the City of Little Rock Department of Public Works, Solid Waste Division for the Solid Waste Fee Increase Subsidy Program, and if approved by Little Rock Water Reclamation Authority, such customer will pay the minimum service availability charge for the size water meter located at the customer's residence.

Applications and assistance can be obtained by contacting any Little Rock Alert Facility or [click here](#).

Connection Fees

Consolidated Fee Schedule

Building Sewer Permits and Fees

A building sewer permit is required for all residential, commercial and industrial connections to the sanitary sewer system. The owner or agent must use a special form provided by LRWRA to request the permit and the application is supplemented by any plans, specifications or other information considered pertinent. A permit and inspection fee for residential, commercial and industrial building sewer connections is required at the time the application is filed. At the same time, a connection fee must be paid in proportion to the sewage treatment capacity required by the connected facility based on a schedule adopted by the Little Rock Water Reclamation Commission of Little Rock Water Reclamation Authority.

Contact the Little Rock Water Reclamation Authority permits desk at 688-1420 or visit the permits desk at 11 Clearwater Drive, for any questions regarding connection or permit fees.

Commercial Rates

Commercial/Industrial Rates & Availability

Commercial and Industrial Rates and Information

Commercial and Industrial customer charges are based on the water metered during the current month. Some commercial and industrial customers that do not return water to the wastewater collection system can request a diversion flow meter that is installed and maintained at the user's expense. These meters must be inspected prior to operation and must be available for inspection by LRWRA staff.

Commercial customers are billed based on three charges: Service Availability, Volumetric Charge for Operations and Volumetric Charge for Debt Repayment. The service availability charge is the minimum monthly bill that includes meter size. The volumetric charge starts at 0 cubic feet for the month and is based on your water usage. For more information, please view the [Complete Rate Ordinance](#).

Service Availability Charge

(Rates Effective January 1, 2017)

Size Water Meter Furnishing Water	Inside City Limits	Outside City Limits
5/8"	\$ 10.78	\$ 16.17
3/4"	\$ 13.88	\$ 20.82
1"	\$ 20.99	\$ 31.49

1 1/2"	\$ 37.06	\$ 55.59
2"	\$ 57.51	\$ 86.26
3"	\$ 105.11	\$ 157.66
4"	\$ 173.30	\$ 259.95
6" or larger	\$ 343.71	\$ 515.56

[Volumetric Charge \(Operations\)](#)
Rates Effective January 1, 2017

Volume of Water Consumed	Inside City Limits	Outside City Limits
Per 100 cu. ft	\$ 2.88	\$ 4.33

[Volumetric Charge \(Debt Repayment\)](#)
Rates Effective January 1, 2017

Volume of Water Consumed	Inside City Limits	Outside City Limits
Per 100 cu. ft	\$ 2.51	\$ 3.78

[Connection Fees](#)

[Consolidated Fee Schedule](#)

[Wastewater Treatment](#)

Commercial and industrial customers are required to provide wastewater treatment as necessary to comply with the LRWRA Ordinance and any facilities necessary for compliance are provided, operated and maintained at the customer's expense. Detailed plans describing such facilities and operating procedures must be submitted to LRWRA for review and approval.

The pretreatment ordinance was developed to regulate the discharge of industrial wastewater to the public sewer system. In addition to regulating the public sewer systems, this ordinance gives LRWRA the authority to penalize violators that disturb the public sewer system.

[Pretreatment Ordinance](#)

Commercial and industrial customers are responsible and must also comply with all state and federal regulations applicable to their specific operations. The following are links for access to state and federal regulations and requirements:

[Arkansas Department of Environmental Quality](#)

[US Environmental Protection Agency](#)

Building Sewer Permits and Fees

A building sewer permit is required for all residential, commercial and industrial connections to the sanitary sewer system. The owner or agent must use a special form provided by LRWRA to request the permit and the application is supplemented by any plans, specifications or other information considered pertinent. A permit and inspection fee for residential, commercial and industrial building sewer connections is required at the time the application is filed. At the same time, a connection fee must be paid in proportion to the sewage treatment capacity required by the connected facility based on a schedule adopted by the Little Rock Water Reclamation Commission of Little Rock Water Reclamation Authority.

Contact the Little Rock Water Reclamation Authority permits desk at 688-1420 or visit the permits desk at 11 Clearwater Drive, for any questions regarding connection or permit fees.

For even more information regarding commercial connections you may submit your request through the [LRWRA Request system](#).

PRIVATE SEWER SYSTEM CLEANING

Private Sewer System Cleaning Permit Information

Little Rock Water Reclamation Authority is experiencing a high volume of debris and grease stoppages in the main lines, downstream from where private sewer service line systems are being cleaned. These private service line systems include, but are not limited to: apartment complex buildings, trailer park areas, hospitals, and strip mall buildings.

Due to the high cost involved in clearing debris and grease entering service lines as a result of private cleanings, Little Rock Water Reclamation Authority has implemented a proactive process to prevent the resulting stoppages.

The Process

Step 1 - Obtain a permit

There are three ways to obtain a form used to request a permit:

1. Click [here](#) to complete the form online.
2. Click [here](#) to download a form that can be completed and faxed to LRWRA Permits. Fax number 501-688-1469.
3. Visit the LRWRA Permits Desk. 11 Clearwater Dr., Little Rock, AR 72204

Step 2 - Complete the cleaning process.

Step 3 - Notify LRWRA Permits Desk that the cleaning has been completed.

Your Responsibilities During Private Sewer System Cleaning

Plumbers/contractors should install debris traps in the downstream manhole(s) of the system being cleaned. These traps should remain in the manhole(s) for the duration of the cleaning process. The owner of the private system will be held responsible for ensuring the plumbers/contractors have obtained a permit, and installed temporary debris traps during the cleaning process.

This proactive process reinforces the [Pretreatment Ordinance 19,895](#), Section 2.1(B)(3), which states: "Solid or viscous substances in quantities or of such size capable of creating a stoppage, plugging, breakage, or any reduction in sewer capacity or any other damage to the POTW. Any additional sewer or sewerage maintenance expenses caused by such a discharge or any other expenses attributable thereto will be charged to the User by LRWRA."

Should the owner of the private system and/or the plumber/contractor fail to obtain a Private Systems Cleaning Permit, and as a result of the cleaning, LRWRA main lines experience a stoppage, the owner of the private system will be billed for the cost of removing the stoppage. All final costs will be billed to the owner of the private system for reimbursement to LRWRA.

ATTENTION: All Little Rock Water Reclamation Authority owned manholes are Permit Required Confined Spaces and any work requiring access into the manhole must be done in accordance with OSHA 29 CFR 1910.146. LRWRA does not accept responsibility for entries made by non LRWRA personnel. For more information on regulations regarding Permit Required Confined Spaces click [here](#).

Frequently Asked Questions About Private Sewer Cleaning

Q. What is the purpose of the Private System Cleaning Permit?

A. The purpose of the permit is to ensure that LRWRA is notified when a private system cleaning is taking place and to ensure that the required debris traps are properly installed during the cleaning process. The use of this trap will prevent LRWRA main line stoppages due to debris, grease, etc. resulting from Private System cleaning.

Q. What is the cost of the Private Systems Cleaning Permit?

A. This is a no-cost permit. The Private System Cleaning Permit is free.

Q. Who has the ability to obtain a Private System Cleaning Permit from LRWRA?

A. Plumbers/Contractors and/or Private System Owners have the ability to obtain a Private System Cleaning Permit from LRWRA.

Q. How can a Private System Cleaning Permit be obtained?

A. There are several convenient ways to obtain a Private System Cleaning Permit. Visit the LRWRA Permits Desk in person at 11 Clearwater Dr., Little Rock, AR 72204. You may also print a permit form and fax it to 501-688-1469. Complete and submit the permit form electronically on the LRWRA Website.

Q. Where and when should debris traps be installed?

A. Debris traps should be installed in the downstream manhole(s) of the system being cleaned. The traps should remain in the manhole(s) for the entire duration of the cleaning.

Q. Will LRWRA personnel visit the cleaning site?

A. Yes: A LRWRA inspector (or maintenance crew personnel) will visit the site during the cleaning process to ensure that debris traps are properly installed. Several inspections may take place for large system cleanings that take place over the course of several days.

Q. Is there a penalty for non-compliance?

A. Yes: if the private system owner and/or plumber/contractor fails to obtain a Private Systems Cleaning Permit and, as a result of the cleaning, LRWRA main lines experience a stoppage, the private system owner will be billed by LRWRA for the cost of resolving the stoppage. All final calculated costs will be billed to the private system owner for reimbursement to LRWRA. This reinforces [Ordinance 19,895](#), Section 2.1(B)(3).

If you have any questions about the Private Systems Cleaning Permit, please contact the Little Rock Water Reclamation Authority Permits Desk at 501-688-1420.

Sewer Line Locator

Please click [here](#) to access a map that identifies the location of sewer lines in your area.

Disclaimer:

The data contained in this application was compiled from various sources for the sole use and benefit of Little Rock Water Reclamation Authority (LRWRA) and affiliated organizations and is provided to the public at the discretion of LRWRA. Any use of this application by anyone other than is as stated is at the sole risk of the user. In doing so the user does not hold LRWRA or its affiliated organizations liable for any claims, costs, or damages of any nature, including cost of defense arising from improper use or use by another party. Acceptance of this application is done without any expressed or implied warranties. LRWRA reserves the right to deny the public access to this application at any time.

Standards and Specifications

We are happy to provide standards and specifications for all projects involving sewer construction in the city of Little Rock. If you have any questions about the documents listed here, please contact (**insert name**) at xxx-xxx-xxxx.

Drop in content found at <http://www.lrwu.com/specs> Keep content in list as displayed (**Document needs to reflect organizational name change.**)

Ordinances

The Little Rock Water Reclamation Authority is regulated by ordinances. These ordinances are submitted by the Little Rock Water Reclamation Commission for approval by the City of Little Rock Board of Directors. Currently, LRWRA has three types of ordinances that pertain to public and private sewer services. Those ordinances are rate, general and pretreatment.

Rate Ordinance

The rate ordinance establishes the monthly sewer rates so that the rates are adequate to pay the principal and interest on sewer revenue bonds, to provide an adequate depreciation fund and to provide coverage on estimated cost of operating and maintaining the sewer system. To read the complete ordinance, [download the PDF](#).

Sewer Service Line Replacement Program Ordinance

The Sewer Service Line Replacement Program ordinance establishes an additional monthly charge of \$1.00 which shall be used by the Sewer Committee to fund and maintain the program. This program will reimburse eligible domestic customers for the costs of total service line replacement up to a maximum of \$2,500. To read the complete ordinance, [download the PDF](#).

General Ordinances

The public and private sewer ordinances encompass the following services provided by Little Rock Water Reclamation Authority:

- Use of Public Sewers Required
- Private Sewage Disposal
- The Installation, Construction, Maintenance, and Connection of Building Sewers
- Protection from Damage
- Disconnecting Sewers
- Providing Penalties for Violations

Read the complete ordinances, [download the PDF](#).

Pretreatment Ordinance

The pretreatment ordinance was developed to regulate the discharge of commercial and industrial wastewater into the public sewer system. In addition to regulating the use of the public sewer systems, this ordinance gives the Little Rock Water Reclamation Authority the authority to require the installation of pretreatment devices and to penalize those who violate the pretreatment ordinance. To read the complete ordinance, [download the PDF](#).

Brochures

For information on a variety of topics including our projects, programs, outreach and facilities, please refer to the brochure listing below. Feel free to print these for the most up-to-date information on LRWRA's efforts.

Programs and Projects Tab

Maintaining the system that manages the collection and treatment of used water is important to protect public health and the environment. Some items flushed or poured down drains can damage pipes that serve the entire city. We must all be responsible for preserving our system, and do our part to protect water and the environment for future generations. We offer programs that allow our ratepayers to do their part, and through improvement projects, LRWRA does our part to preserve the system and protect the health of our communities and the environment.

Residential Programs

Doing your part to preserve our shared system and protect the future of the One Water we all share can start with participating in one of the FREE programs we offer, or by taking advantage of our reimbursement program that saves you thousands on replacing faulty private sewer lines that can impact the lines around you.

LRWRA offers **FREE** programs designed to protect the investment you've made into your home and the investment we're making into protecting communities and the environment. These programs also help save ratepayers money on repairing and cleaning up after costly backups into homes or sewer releases into our environment.

Take a look at the free and easy programs we offer to help you do your part in maintaining the system.

- **Can the Grease** *(Incorporate the CTG logo here)*

Grease and oil build up is responsible for 70-80% of our dry weather overflows. Help us prevent these costly events! (Pull quote or header copy for intro into this program section)

Little Rock Water Reclamation Authority has made a huge leap towards a cleaner, environmentally friendly future with our FREE Can the Grease[®] program. Can the Grease[®] was started as a way to educate our 63,000 customers on the proper disposal of grease and oils. **Our Can the Grease[®] program offers a solution to the non-capacity overflow problem. We educate the public on proper grease disposal and provide an aluminum can with heat resistant liners for the residents to dispose of their grease and oils. All of this we supply the public free of charge.**

Can the Grease[®] began Friday, July 19, 2002, with door-to-door distribution. We picked 4 strategic areas of Little Rock that needed grease relief immediately. We passed out kits that included the Can the Grease[®] can, 6 heat-resistant liners, magnets with a mail-in coupon for a free refill of liners, and a brochure on how to keep your sewer lines free of grease build up.

Two months before we began our program there were 11 dry weather overflows for that entire month. This was mainly attributed to grease in the lines. In 2006, our city experienced just 13 grease related dry weather overflows for the entire year!

As our program continues, as more and more of our city's citizens are receiving Can the Grease[®], we are spreading awareness and continuing to see improved sewer lines. This schema has been a great triumph for our organization, for the public, and for the environment. Little Rock Water Reclamation Authority has bettered its community and inspired other communities to do the same. If you have any questions or concerns about this issue or other related issues do not hesitate to [contact us](#). ([links to "Contact Us/Offices & Facilities"](#))

Here are some other things to keep in mind. Never flush, rinse or wash the following down the drain: Develop and Insert infographic here of the charted items below

- Medication (pills, creams, etc.)
- Most automotive fluids
- Car wax
- Primer
- Fertilizer
- Nail, shoe and/or metal polish

- Most paint, glue, and thinner
- Poison and/or insecticide
- Kerosene and/or lighter fluid
- Oven, floor and furniture cleaner
- Battery acid
- Fiberglass Epoxy
- Photographic chemicals
- Moth balls

Request your FREE Can the Grease Starter Kit today! (this is a fillable form found at <http://www.lrwu.com/ctg>)

○ **Cap the Cleanout** *(Insert CTC logo here)*

Keeping your cleanout pipe capped is an important part of maintaining your personal service lines and protecting the system as a whole. [Through our Cap the Cleanout™ program, LRWRA will install a cap for you FREE of charge! \(links to Request Form below\)](#) It's just that simple. But first, we want to make sure you what a cleanout cap is, why this simple replacement is an important part of preserving the sewer system, and how to install a replacement cleanout cap yourself if you choose to.

What is a cleanout cap?

A cleanout is a vertical pipe connected to the underground sewer line. They are typically located near the home and close to the property line. It has a removable cap for ease of maintenance access. It's important to know the location of your cleanout in case you or your plumber need quick access to the sewer system.

(Insert diagram we have showing where the cap is located)

Why replace a damaged or missing cap?

- ✓ To PREVENT rainwater from entering the sewer system
- ✓ To KEEP debris out of the service lines which can cause blockages and lead to backups in your home
- ✓ To HELP prolong the life of the sewer system which can save money from costly repairs
- ✓ To PREVENT small animals and rodents from entering the sewer system and possibly your home

How to replace a cleanout cap

LRWRA will install a cap for you at no cost or if you choose to replace the cap yourself, LRWRA will provide you with a free cap. But if you choose to do it yourself, below is a guide to replacing a cleanout cap.

1. Determine the type of cap needed. PVC or Brass
2. Remove damaged cap (if cap is completely missing go to step 3)
3. Screw cap on clockwise then tighten using pliers, pipe wrench or channel locks.

(Insert generic video or link to a video of a cleanout cap replacement. Here is an example <https://www.youtube.com/watch?v=n7RfqDDtVRs>)

Request your FREE cleanout cap today: (this is a fillable form found at <http://www.lrwu.com/capthecleanout>)

○ Sewer Service Line Replacement Program (SSLRP)

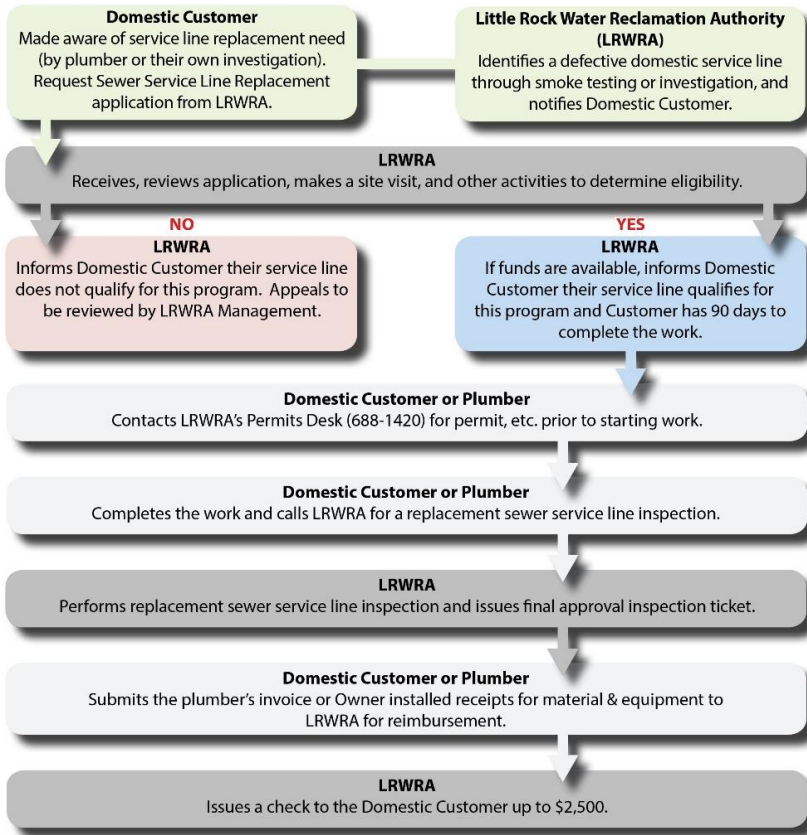
The Sewer Service Line Replacement Program (SSLRP) went into effect January 2, 2013, to help eligible domestic customers in Little Rock with the cost for total replacement of their sewer service line by reimbursing up to a maximum of \$2,500.00. This Program is an ongoing effort to reduce inflow and infiltration that increases the cost of sanitary sewer collection and treatment as well as the customer's monthly bill.

How Does It Work? (This copy was pulled from the new SSLRP brochure and replaces what exists on the current site)

6. Once a residential customer or LRWRA identifies (either through integrity testing or a plumber) that a total service line replacement is necessary, you may [request a Sewer Service Line Replacement Program application](#) from LRWRA.
7. When LRWRA receives the application, a site visit will be made to determine if the residential customer's service line qualifies for this program. **If the site qualifies, customers will be advised at this time.**
8. The next step will be to **obtain a permit prior to the onset of work**, which will be obtained by a master plumber or the residential customer.
9. Upon completion, LRWRA will then make a final inspection. If the work is satisfactory, the **customer will then submit all invoices, including plumber's invoice and LRWRA permit fees**, if applicable.
10. **Finally, a reimbursement check, up to \$2,500, will be issued to the customer by LRWRA.**

To find out more about the Program Procedures, [click here](#).

Step-By-Step Guide to Our SSLRP (Replace with graphic is updated SSLRP brochure)



Details, Documents, and Forms

With the recommendation of the Little Rock Water Reclamation Commission (formerly the Little Rock Sanitary Sewer Committee), the Little Rock Board of Directors on June 5, 2012 passed Ordinance No. 20,950 which established the Sewer Service Line Replacement (SSLR) Program. The SSLR Program is funded by the addition of \$1 to the monthly residential bill of all domestic costumers having a water meter of 3/4" or less. All funds collected for the Program are placed in a special fund that is only used for reimbursements to eligible participants in the program. Maximum reimbursement to any eligible participant was established at \$2500.

January 4, 2016, an alternate funding source will become available when specified conditions are met by the domestic customer. The SSLR Program Procedures were revised to clarify the optional requirements to qualify for this funding source. The overall effect of the revision is to provide additional funds for qualifying domestic customers to completely replace their failing sewer service line and be eligible for the \$2500 maximum reimbursement.

The SSLR Program was designed to encourage the total replacement of older sewer service lines which contribute to the infiltration of storm water into the Little Rock Wastewater Collection System. Replacement of older sewer service lines will reduce costs associated with adding additional capacity to the Collection System as well as reducing the amount of sewage flow to the Little Rock Water Reclamation Authority Treatment Plants.

For more information related to the SSLRP program, see the links below:

[SSLRP Procedures](#)

[SSLRP Inspection Scheduling Procedures](#)

[SSLRP Ordinance - 20,590](#)

[LRW Street-Cut Policy](#)

[Standard Specifications](#)

[Customer Application Form](#)

[SSLRP FAQs](#) *(These are active links that once clicked, the answers are in dropdown menus)*

[What is the Sewer Service Line Replacement Program \(SSLRP\)?](#)

The SSLRP is a program designed to assist eligible residential Property Owners with the cost of total replacement of the private sewer service line.

[What is a Sewer Service Line?](#)

The service line is the plumbing connection extending five (5) feet from the residence to the sanitary sewer main. The service line is part of the Property Owners' assets. It is the Property Owners' responsibility to maintain, and when necessary to repair or replace defective sewer service line.

[When does a service line require replacement?](#)

There are several factors which can influence the life span of a service line including:

- Age
- Pipe Material
- Ground Conditions
- Trees and Other Plants

The Property Owners may notice or be experiencing difficulties with slow drains and backups. The service line may require total replacement when any of the above factors renders the line incapable of performing its job of moving wastewater from the property to the sanitary sewer collection system. In general, a qualified Master Plumber should be able to advise a Property Owner whether the service line can be fixed through repair or if a total replacement is required.

[What is smoke testing and how and why is it done?](#)

Little Rock Water Reclamation Authority (LRWRA) conducts smoke testing during capital projects in order to determine if there is Inflow and Infiltration (I&I) on existing mains. This is a large scale endeavor covering

multiple sewer lines and the associated service lines. LRWRA does NOT conduct smoke testing on individual Property Owners sewer service lines.

Who is eligible to participate in the program?

The Property Owners of a single-family residence that utilize meters of 3/4 inch or less, and are customers of LRWRA.

What if I am leasing or renting the residential property?

Contact the Property Owner or Property Management Company for further instructions on how to best proceed.

How do I determine if I can apply for the program?

If the Property Owners has been made aware either through their own investigation (plumber) or has received a letter from LRWRA stating that the sewer service line failed smoke testing thus requiring a repair or replacement, then the Property Owner may apply to the SSLR Program by following the SSLR Program Procedure to determine eligibility. Applications can be obtained in person at LRWRA at 11 Clearwater Drive, Little Rock Arkansas, on the webpage for the Sewer Service Line Replacement Program, or by calling LRWRA at 501-688-1426 or 501-688-1420.

What can I expect when I apply for the program?

After the application has been reviewed by LRWRA a site visit may be scheduled so that an eligibility determination can be made. Factors which are considered for eligibility are pipe age, pipe material, pipe condition. Older pipes which do not meet the current LRWRA specification for pipe materials (LRWRA Standard Specifications 02610), pipes which are deteriorated and are allowing inflow and infiltration of ground water or which have collapsed qualify for the SSLRP. Full program procedures are available on the SSLRP webpage or by calling 501-688-1426 or 501-688-1420.

How soon can I expect reimbursement and how much will I get?

Eligible participants for the SSLRP can be reimbursed for their expenses towards total replacement of the sewer service line up to \$2,500. After completion of the work and submittal to LRWRA of the Reimbursement Form customers will be issued a check for the eligible reimbursement amount usually within two weeks of submittal.

Where does the money for the program come from?

In June 2012 The Little Rock Board of Directors passed Ordinance No. 20,590, which named the ordinance the “Sewer Service Line Replacement Program.” Ordinance No. 20,590 implemented funding for the Sewer Service Line Replacement Program (SSLRP) through the addition of \$1 to the sewer bill for each residential service line under 3/4 inches. This money is placed in a special fund from which only reimbursements through the SSLRP can be withdrawn, assuring that the money is returned to the rate payers of the City of Little Rock.

Educational Programs

Don't Flush

Many materials frequently flushed or poured down the drain can harm the pipes that connect to city sewers and the city sewer system. When these “Unflushables” enter our system, they affect ratepayers, even those doing their part to maintain the system. These materials can cause backups into your home, sewer releases into the environment, and can impact the cost of maintaining the system.

LRWRA's "Don't Flush" Campaign is designed to educate the public about the possible dangers that flushing "Unflushables" can pose to public health, the environment and our shared sewer system.

(Insert infographic found at "About Us/Mission/Protecting Public Health")

These "Unflushables" include:

- Medication (pills, creams, etc.)
- Most automotive fluids
- Car wax
- Most paint, glue, and thinner
- Poison and/or insecticide
- Kerosene and/or lighter fluid
- Oven, floor and furniture cleaner
- Primer
- Fertilizer
- Nail, shoe and/or metal polish
- Battery acid
- Fiberglass Epoxy
- Photographic chemicals
- Moth balls

- **“Don’t Flush” Brochures, Posters, and Informational Tools** (This will open a dropdown box with links to these tools that the public can download and print)
- For more information on the “Don’t Flush” Campaign, [click here](#). (Will lead to the submission form for an info request. This will need to be added to the dropdown or the “Other” category can be selected.)

Improvement Projects

As the state’s largest utility, LRWRA works hard every day to maintain excellence in service and compliance. Maintaining the infrastructure of our system is key to providing this excellence today and in the future. Through capital improvement programs like “Project Renew,” we are investing millions of dollars in preventive maintenance that means our system will work efficiently for years to come.

○ **Project Renew** *(Insert program logo)*

Welcome to Project RENEW! **We are working for you in your neighborhood.**

Project RENEW is Little Rock Water Reclamation Authority’s multiyear, citywide capital improvement project to renew the aging infrastructure of our sewer system.

Our priority is to protect your health and quality of life. Project RENEW is about safeguarding your right to quality water, quality pipelines and a great quality of life.

Sewer lines have a finite life span. They don’t last forever and eventually have to be repaired or replaced. That is why Little Rock Wastewater (LRW) has proactively implemented Project RENEW to improve the reliability of the sewer service line infrastructure. During this multi-year project, default pipelines throughout the entire city of Little Rock will be replaced. This will ensure that citizens have access to Quality Water through Quality Pipelines, thereby securing a Quality Life.

Why is Project RENEW important?

You can’t live a day without reliable sewer lines. Your quality of life would be greatly impacted by a lack of reliable sewer services. The city’s sewer service lines are more than 70 years old. As a sewer line ages it may deteriorate past the point where it can structurally support the loads imposed on it. This can lead to a line collapse, which may disrupt sewer services for residents and businesses. Residents have a right to a reliable system, and RENEWing the sewer service lines protects that reliability. Quality pipelines keep storm and ground water out of sewer service lines, reduce backups into homes during rain events, and reduce overflow into streets and private yards.

Project Benefits

Project RENEW will:

- Seal the sewer system to alleviate rain water and ground water from infiltrating the pipelines.
- Increase the size of sewer lines to allow reclaimed to flow more efficiently from homes to a treatment facility, which will mitigate sewer overflows into the environment.
- Provide Little Rock residents with a reliable sewer system for years to come
- Provide an opportunity for qualified residential customers whose lines have been identified as defective through Sewer Integrity Testing, up to \$2,500 in reimbursements for line replacement (offered through an enhanced [Sewer Service Line Replacement Program \(SSLRP\)](#))

Which sewer pipe rehabilitation method is being used for Project RENEW?

Pipe Bursting is a method of pipe rehabilitation ([watch video on Pipe Bursting](#)) ([will link to an LRWRA approved video from the web](#)). A new plastic pipe of equal or larger diameter is inserted into an existing pipeline by bursting open the existing pipe and pulling or pushing the new pipe into the old pipe. The new pipe is simultaneously inserted into an enlarged hole created by the expander. This reduces the length of time it takes to complete the project and causes less disruption in customers' wastewater services.

What can I expect during Project RENEW?

There will be additional construction traffic and some noise. Also expect minor traffic delays in getting around actual personal property. Heller Construction Inc. is the contractor for **Project RENEW**. They have a long history of working with Little Rock Wastewater and an excellent track record of working with and satisfying property owners.

Will LRWRA need access to my property to complete the project? If so, who will pay for the restorative services?

Not all residential property will be affected by the renewal. If the contractor has to access a resident's property, all restoration to the property will be done with materials equal to what was damaged. Contractors provide a maintenance bond for one year after completion of the work. LRWRA will maintain an onsite inspector while the contractor is working on the project.

What if pipes are found to require rehabilitation and they are not the responsibility of LRWRA?

As a homeowner, you have a role in helping us maintain the flow of sewer services lines. You are responsible for maintaining service lines leading from your home to the sewer tap.

Insert Graphic Illustration of Homeowner's Vs. Utility's Responsibility

If during our pipeline renewal projects, LRWRA finds that you have a defect line that needs to be replaced, we can help. Because we're dedicated to ensuring you have access to Quality Water and Quality Pipelines, we have a program that can help you maintain a Quality Life. You may qualify for a reimbursement for pipeline replacement under the enhanced Sewer Service Line Replacement Program (SSLRP) ([will link to "Programs & Projects/Residential Programs/SSLRP"](#)). Under this program, qualified LRWRA customers will be eligible for up to a \$2,500 reimbursement. The enhanced program supplements the current \$1 a month program by doubling the amount of money available.

Click [HERE](#) for the full map of project areas.

For more information on Project RENEW, give us a call at **(501)688-1490**.

What is involved in Project RENEW? (Follow up to see if/how the next two testing methods fit here)

There are several testing procedures taking place across Little Rock under Project RENEW. These tests and why they are important to the water reclamation process are listed below. (This will be housed in a dropdown menu.)

Sewer Integrity Testing

Little Rock Water Reclamation Authority (LRWRA) conducts smoke testing during capital projects in to determine if there is Inflow and Infiltration (I&I) on existing mains. This is a large scale endeavor covering multiple sewer lines and the associated service lines. LRWRA does NOT conduct smoke testing on individual Property Owners sewer service lines. Smoke testing can help locate improper connections to the system and areas where unwanted water is entering the system.

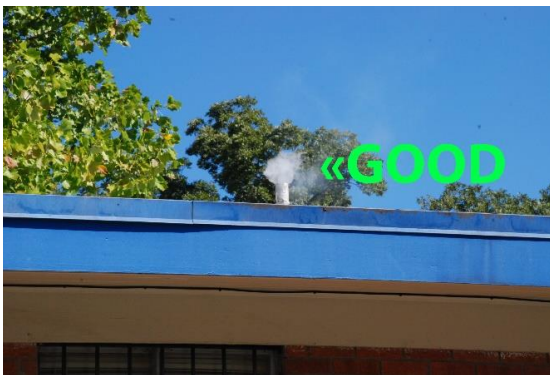
Sewer Integrity Testing consists of blowing a harmless colored vapor into the sanitary manholes and observing the points where the smoke exits. The smoke is expected to exit from manholes, the sewer stack at the top of your house, catch basins and downspouts. The smoke should not enter the home if it is properly plumbed and the drain traps contain water.

- **WHAT does Sewer Integrity Testing look like and what can be expected during the process?**

An LRWRA contractor will issue notices 24 – 48 hours before testing to give you an opportunity to pour water in sink drains, tubs and toilets to fill the traps (especially in unused areas of a home such as a guest bath.) The contractor will also be marking and taking photographs in the work areas. Some sewer lines and manholes may be located on your property. Crews will need to access the manholes but will NOT need to enter your home.

Smoke will NOT enter your home or business unless you have substandard plumbing or dried up drain traps.

(Are there better photos and we need captions to explain what these photos indicate.)





- **HOW does Sewer Integrity Testing work?**

- 1) A blower is placed on a manhole.
- 2) A smoke candle is lit and placed in the blower.
- 3) Smoke seeps into lines and out of the ground through cracks (bad) indicating substandard lines and through roof vent pipes (good). Testing in each area will last for several hours.

- **WHEN will work begin?**

Door hanger notices will be distributed to homes 24 - 48 hours in advance of work by the contractor. The fire department will also be notified of all areas where testing will be occurring.

WHY is the work needed?

Little Rock Wastewater has a Capital Improvement Project, called Project RENEW which is aggressively addressing the need to seal the sewer system to keep ground and rain water out. The information gained from testing will be used to improve the sewer services in your area.

- **IF smoke enters my home or business what should I do?**

Call us first. This could be an indication of faulty plumbing or dry traps. If smoke can enter through faulty plumbing, the potential for sewer gases to enter also exists.

Check out [THIS VIDEO](#) for a step-by-step look at what to expect when Sewer Integrity Testing comes to your neighborhood.

For more information on sewer integrity testing give us a call at **(501)688-1490**.

Acoustic Inspection

LRWRA is responsible for maintaining 1,400 miles of sewer system, 32,000 manholes and more than 200,000 residential sewer line connections. Acoustic inspection uses sound to locate and characterize pipes based on the sound of flowing water. It is becoming a standard in managing infrastructure due to its cost savings potential. This method can help prioritize maintenance needs by avoiding needless cleaning of relatively clean pipes or repairs to pipes with only minor issues.

WHAT to Expect:

You will see LRWRA employees and vehicles which are clearly marked working at manholes in your neighborhood. Sound waves will be sent from a transmitter in one manhole to a receiver in a nearby manhole using a Sewer Line Rapid Assessment Tool, used to assess any blockages in the line. The sound

waves can be heard outside the manhole; but, are not loud or disruptive. If a manhole is located on your property, the crews may need to access the manhole; but, will not need to enter your home. The actual test will take about five minutes and traffic interruptions will be minimal.

WHY?

In order to efficiently maintain and clean the 1,400 miles of sewer system, LRWRA's goal is to complete annual preventive maintenance on all residential sewer lines in the system. The inspection will target overflows relating to broken lines and blockages such as those caused by a buildup of roots and grease. The results of the inspection will determine the priority for cleaning.

For a video on Acoustic Inspections [CLICK HERE](#).

WORK LOCATIONS

Beginning January 23, 2017, LRWRA will be in the following communities conducting Acoustic Inspection: **(Is this current?)**

- Quapaw North
- Rose Creek Central
- Meadowcliff
- Walton Heights
- Ison
- Middle Coleman Creek
- Brodie Creek
- Sandpiper

If you have any questions please give us a call at: (501) 688-1470.

Community Connections

Imagery: Showing interactions at meetings, staff working in the community, information being shared

LRWRA knows it is important to keep you up to date on what we're doing, where and why—and not just from an industry perspective. We also want you to know what we're doing to be a partner in the communities we serve. The information and tools below keep you connected with us. [Contact us](#) (links to "Contact Us" page) if you have any questions about the latest LRWRA news or if you would like to know more about upcoming events where your LRWRA team will be sharing in the spirit of community.

News

Media

For press inquiries, please e-mail communications@lrwa.com or call (501) 376.2903 Monday through Friday, from 8 am – 4 pm.

- [Press releases](#) (opens page that displays the following):
 - Archived news ([links to archived press releases](#))
 - Chronological listing (newest to oldest) of past 10 press releases
- [LRWRA Newsletter](#) ([opens a list of archived newsletters](#))
Copy: Receive the latest information straight to your inbox. Subscribe to our monthly newsletter to stay up-to-date on the latest LRWRA news, publications, and projects.
- [Follow us](#) on social media. ([links to a page where all of the Authority's social media platforms appear and clicking leads to their account where users can then subscribe](#))
Copy: Connect with us on your favorite social media platform to learn more about what we do, our community involvement, and to meet the LRWRA team.
- For a look at [videos](#) on LRWRA topics and photos of the LRWRA team in action.
<http://www.lrwu.com/mediacenter>

Events

Calendar

Join us at the upcoming events to learn more about what we do and why it matters:

[Insert list or calendar with upcoming event information.](#)

Gallery

View photos of the LRWRA team in **OUR** natural habitat doing what we do best—maintaining infrastructure, serving the community and educating our ratepayers about our process. Add the photos found here to the slider

<http://www.lrwu.com/mediacenter>

[Insert sliding gallery here with photo captions naming describing the event. Once the photo is clicked, it will open a lightbox of additional photos from the event](#)

Community Partnerships

Community Garden

LRWRA is committed to promoted healthy communities. Our community garden, in partnership with Western Hills Elementary is just one of the ways we share the importance of healthy habits and water conservation with the public. For more information on how you can participate with this project, or starting a community garden near you, call us at 501.376.2903, or submit an [information request here](#).

Central High School Science Fair

Science is at the heart of our process. We support young minds who will be the engineers, scientist, and chemist who will drive water reclamation processes of the future. We are proud to serve as an annual sponsor of the Little Rock Central High Science Fair.

Sponsorships

As a committed member our community, we support endeavors that build community and support education. If you would like to submit your event for a sponsorship opportunity with LRWRA, please contact Kenetta Ridgell at Kenetta.Ridgell@lrwra.com with event details (or we can make this a form).

Arkansas Drug Take Back

LRWRA is proud to work with a team of state agencies advocating for the proper disposal of prescription drugs. Visit Artakeback.org to learn more about statewide efforts to offer solutions to that keep drugs out of the hands of vulnerable populations.

Public Meetings

LRWRA values its commitment to Little Rock residents, and understands we are accountable to you. Stay connected with what impacts you as a ratepayer. The public is invited to attend monthly meetings held by LRWRA's [Chief Executive Officer](#) (links to "About Us/Organization/Senior Staff/Greg Ramon") and the [Little Rock Water Reclamation Commission \(LRWRC\)](#) (links to "About Us/Organization/LRWRC") to remain up to date on how we're putting your resources to work to protect the One Water and One Future we all share. For more information on these public meetings, call (501) 376-2903, or [click here](#) for full details.

Request a Speaker or Tour

We are invested in educating the public about our process and our ongoing efforts to protect public health and the environment through preventive maintenance of our shared system. If you would like to schedule a tour of one of our facilities or to have one of our team members speak to your group or class about what we do, complete and submit the form at the link below. We will contact you within 48 hours of receiving your request!

[Request a speaker or tour](#)

We will need to request from Kenetta, the information or forms needed for someone to request a speaker. I cannot find it on the website.

Business Center

Vendor Portal

Imagery: Shot of multiple business opportunities like construction, engineering, accounting (economic symbols)

Register as a Vendor

The Little Rock Water Reclamation Authority Vendor Portal is designed to help vendors stay up to date on upcoming items for bid by Little Rock Water Reclamation Authority. Although not required to view our bid items, vendors are encouraged to register and create a profile. During the profile creation process, vendors can subscribe to the various categories and subcategories of their specialization. After the vendor profile is created, if a bid item is added or modified that matches the vendor's subscribed category/subcategory, they will receive an email notification.

Vendors will not receive notification if the bid item does not match their subscribed category/subcategory.

[Click here to login to an existing Vendor Profile.](#)

[Click here to register a Vendor Profile.](#)

If you have any questions about our bid opportunities, please contact:

Amber Yates

501-688-1450

procurement@lrwu.com

If you experience technical difficulties during your registration process or with logging into your existing account, please contact Romanitha Jones at 501.492.4900, or at romanitha@designgroupmarketing.com.

Viewing Bid Opportunities

The work we do at LRWRA requires teamwork from dedicated vendor partners who specialize in a variety of fields. Whether you are a registered vendor or just beginning to explore opportunities with LRWRA, you may view business opportunities at the links below. Remember, to stay up-to-date on business prospects with us and receive information on bid opportunities in your field, you must be registered as an LRWRA vendor.

[Click here to see all current business opportunities.](#)

[Click here to see all current Invitations to Bid.](#)

[Click here to see all current Requests for Proposals. \(Currently empty. Needs language about there are no requests open at this time.\)](#)

[Click here to see current Requests for Qualifications. \(Currently empty. Needs language about there are no requests open at this time.\)](#)

Financials

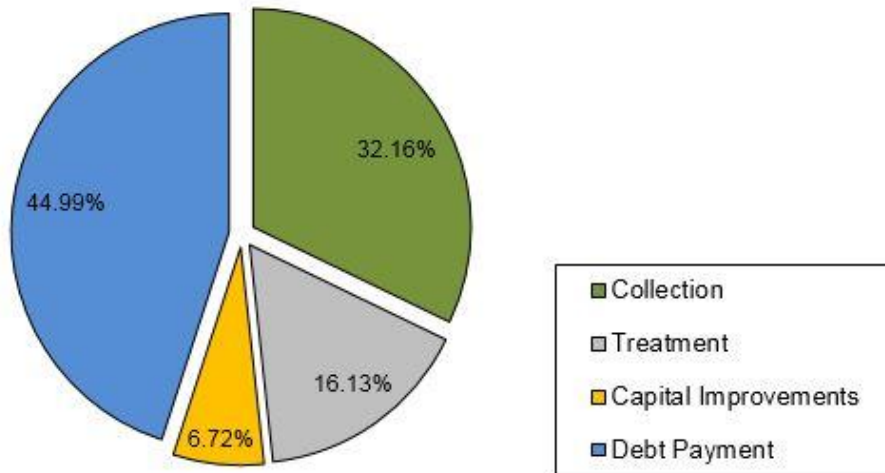
Using your money wisely is important to us. We believe that transparency is an essential part of the service we provide. Below are financial reports to keep you informed of the financial status of our organization, and a breakdown of how we use your money to provide the best processes in the water reclamation industry.

Where Does Your Money Go

(Need to recreate the Pie Chart to match LRWRA rebranded website)

The Little Rock Water Reclamation Authority understands that every dollar you earn is important to you. So it is important to us that your dollars be spent wisely in creating a better quality of life for you and your family.

Today, the average Little Rock customer has an Average Winter Consumption (AWC) of 6 and the total used water charge on the average domestic bill in Little Rock is \$31.71. Your money goes for collection system maintenance, sewage treatment, capital improvements and debt payments.



*Chart is based on 2015 Financial Audit **Is more recent data available?**

- **32.16% Collection** Maintenance of facilities such as pipes, pump stations, and other facilities used to transport used water.
- **44.99% Debt Payments** For principal and interest payments for State Revolving Loans (1996, 2004A, 2004B, 2004C, 2007B, 2009A, 2013); the 2007A Sewer Bond, 2007C Sewer Bond, 2008 Sewer Bond, 2009B Sewer Bond, 2011 Sewer Bond, 2012 Sewer Bond, 2014 Sewer Bond, and 2015 Sewer Bond.
- **16.13% Treatment** System operations at the Adams Field, Fourche Creek, and Little Maumelle Treatment Facilities.
- **6.72% Capital Improvements** Includes improvements to the collection system, pump stations, transportation equipment, general plant, used water treatment plant and unsewered areas.

Financial Reports

Little Rock Water Reclamation Authority's initial Financial Report was developed in compliance with Statement of Governmental Accounting Standard No. 34, entitled "Basis Financial Statements — Management's Discussion and Analysis — For State and Local Governments" (GASB 34).

LRWRA is responsible for the financial statements and related information included in this report. A system of internal accounting controls is maintained to provide reasonable assurance that assets are safeguarded and that the

books and records reflect only authorized transactions.

LRWRA's system of internal accounting controls is evaluated on an ongoing basis by internal financial staff. Independent external auditors also consider certain elements of the internal control system in order to determine their auditing procedures for the purpose of expressing an opinion on the financial statements.

One member of the Little Rock Water Reclamation Commission along with the CEO and division managers form the Budget Committee. This commission establishes the goals and financial objectives for the coming year and future years. Each month, financial statements are presented to the Little Rock Water Reclamation Commission to show that operations are being conducted according to management's intentions.

LRWRA management believes that its policies and procedures provide guidance and reasonable assurance that the LRWRA's operations are conducted according to management's intentions and to a high standard of business ethics. In our view, the financial statements present fairly — in all material respects — the financial position, results of operations and cash flow of LRWRA in conformity with accounting principles generally accepted in the United States.

Fiscal Year 2018 Budget:

- [2018 Annual Operating Budget & Capital Improvement Plan](#)

LRWRA 2016 Financial Audit:

- [2016 LRW Comprehensive Annual Financial Report](#)
- [2016 Single Audit Report](#)

LRWRA Previous Years Audits:

- [LRWRA 2015 Financial Audit](#)
- [LRWRA 2014 Financial Audit](#)
- [LRWRA 2013 Financial Audit](#)
- [LRWRA 2012 Financial Audit](#)
- [LRWRA 2011 Financial Audit](#)
- [LRWRA 2010 Financial Audit](#)
- [LRWRA 2009 Financial Audit](#)
- [LRWRA 2008 Financial Audit](#)
- [LRWRA 2007 Financial Audit](#)
- [LRWRA 2006 Financial Audit](#)
- [LRWRA 2005 Financial Audit](#)
- [LRWRA 2004 Financial Audit](#)
- [LRWRA 2003 Financial Audit](#)
- [LRWRA 2002 Financial Audit](#)

Annual Report:

Under Arkansas State Law also known as "The Arkansas Municipal Water and Sewer Department Accounting Law of 1973", Title 14, Chapter 237, Section 113 (publication of financial statements) states that the operating authority shall publish semi-annual financial statements of receipts and expenditures along with a statement of the indebtedness and financial condition.

[Public Notice](#)

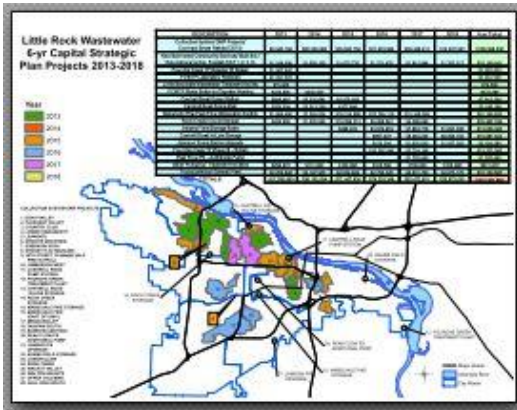
Monthly Reports:

Following are monthly financial statements available for download:

- [November 2017 Monthly Financial Report](#)
- [November 2017 Cash Flow Statement](#)
- [November 2017 Net Assets](#)

Capital Improvements

Improvements Are Underway



Little Rock Water Reclamation Authority is in the process of capital improvement projects throughout the City. These projects include improvements in the collections system, unsewered areas, treatment plants, pump stations and wet weather peak flow detention. View Major Projects information [here](#) (this link is broken/404error).

This [map](#) outlines the locations and types of projects planned by LRWRA. It indicates that the capital improvements are distributed throughout our City to allow LRWRA to upgrade all major facilities, which will result in the most up-to-date, efficient wastewater treatment for all our citizens.

2016 System Evaluation and Capacity Assurance (SECAP) Update

The following documents outline the update to the Capital Improvement Plan to eliminate overflows and bring the wastewater system into compliance with the Consent Administrative Order and settlement agreement by 2016.

[Final Report](#)

[Appendix A](#)

[Appendix B](#)

[Appendix C-1](#)

[Appendix C-2](#)

[Appendix C-3](#)

[Appendix C-4](#)

[Appendix C-5](#)

[Appendix C-6](#)

[Amendment 1](#)

[Original 2002 System Evaluation and Capacity Assurance \(SECAP\) Report](#)

The following documents outline the original Capital Improvement Plan to eliminate overflows and bring the wastewater system into compliance with the Consent Administrative Order and settlement agreement by 2016.

[Consent Administrative Order](#)

The following document outlines the agreement between the Arkansas Department of Environmental Quality (ADEQ) and Little Rock Water Reclamation Authority (LRWRA).

[Consent Administrative Order](#)

[Amendment 1](#)

[Amendment 2](#)

[2016 CAO Annual Report](#)

[2016 CAO Attachments](#)

[Sierra Club Settlement](#)

The following documents outline the original agreement with the Sierra Club as well as the annual reports as published by Little Rock Water Reclamation Authority as part of the settlement agreement.

[Settlement Agreement](#)

[2016 SCAR](#)

Attachments:

[Attachment A - SSORP](#)

[Attachment B - Notice of SSO](#)

[Attachment C - Door Hanger](#)

[Attachment D - Notice of SSO Cleanup](#)

[Attachment E - Project Renew](#)

[Attachment F - Can The Grease](#)

[Attachment G - SSLRP Brochure](#)

[Attachment H - Bill Inserts](#)

[Attachment I - Certificate of Achievement for Excellence in Financial Reporting](#)

[Attachment J - Distinguished Budget Presentation Award](#)

[Attachment K - Excellence in Achievement - -Procurement](#)

[Attachment L - Trade Associations, Exhibits, Fundraisers, and Community Service](#)

[Attachment M - Media](#)

[Attachment N - Facility Tours](#)

[Attachment O - Non-Capacity Overflow Report](#)

[Attachment P - Capacity Related SSOs](#)

[Attachment Q - PISCES Award](#)

[Attachment R - Cap The Cleanout](#)

Previous SCAR reports:

[2003 SCAR](#)

[2004 SCAR](#)

[2005 SCAR](#)

- [2006 SCAR](#)
- [2007 SCAR](#)
- [2008 SCAR](#)
- [2009 SCAR](#)
- [2010 SCAR](#)
- [2011 SCAR](#)
- [2012 SCAR](#)
- [2013 SCAR](#)
- [2014 SCAR](#)
- [2015 SCAR](#)
- [2016 SCAR](#)

Learning Center

Imagery: Young people doing science experiments or touring a facility

The future of the *One Water* we all share is in the hands of children and youth everywhere. It's important to equip them now with the knowledge they'll need to make good decisions about water, water usage and water reclamation later.

LRWRA dedicates this section to parents and educators who are the keys to developing informed ratepayers for the *One Water. One Future.* shared by all. We have age-appropriate activities designed to help students learn about the water cycle, water conservation and reclamation, and even careers with water.

Elementary School Students

Coloring and Activity Pages

[*Water Cycle*](#)

[*Earth Day*](#)

[*EPA*](#)

[*EPA All About Water*](#)

Word Finds

[*Water Challenge Word Find*](#)

[*Water Facts*](#)

- [*Classroom Projects*](#)

Video

[*The Water Cycle*](#)

Middle School Students

[Community Projects](#)

[Science Fair Projects](#)

Classroom Projects/Resources (this is a dropdown)

[My Environment](#)

[Affecting Water Habitats](#)

[Learning About Water Recycling](#)

[Why Treat Wastewater](#)

[The Wastewater Treatment Process](#)

High School Students:

Community Projects

<https://www.epa.gov/students/community-service-environmental-project-ideas-students-and-educators>

<https://www.epa.gov/urbanwaters/how-you-can-help>

Science Fair Projects

<https://www.wef.org/globalassets/assets-wef/3---resources/for-the-public/public-information/teachers-and-students-k-12/wastewatertreatment912.pdf>

[Interactive Learning: The Water Cycle](#)

Volunteer with Us

If you would like to volunteer at an LRWRA community event, submit your information [here](#) and we'll be happy to contact regarding upcoming opportunities.

(Provide list of these opportunities as they are added to the calendar.)

Teachers

Resources

[Water Science Glossary](#)

[Lesson Plans for High School Students](#)

[Don't Flush Information](#)

Water Conservation Activities

[Creating a Unique Water Event](#)

[Detecting Leaks in Your Home](#)

[A Look Inside Wastewater Treatment](#)

[Teacher Resources for Water Science](#)

Careers in Water Science

Ensuring that we protect water in the future will depend on the talented young minds of today. LRWRA encourages young people to consider careers STEM (Science, Technology, Engineering and Mathematics) fields. Below are links to more information on careers that affect water reclamation and the protection of our health and the environment.

We also have a shadowing program that allows students interested in careers in these fields to work with our professional team to get a better understanding of our process. If you would like more information on our Water Scientists of the Future program, please submit your information [here](#).

<http://www.discovere.org/>

<http://www.workforwater.org/>

Calendar of Water Related Observances

Here is a list of water or conservation related observances that you can plan lessons, field trips or educational programming around:

World Cleanup Day 2018	September 15, 2018
World Water Monitoring Day	September 8, 2018
Imagine a Day Without Water	October 10, 2018
World Wetlands Day	February 2, 2019
World Water Day	March 22, 2019
Earth Day	April 22, 2019
Arbor Day	March 18, 2019
World Oceans Day	June 8, 2019
World Day to Combat Desertification and Drought	June 17, 2019

Request a Speaker or Tour

[**Request a speaker or tour**](#) (Again, we're suggesting that this become a fillable for that users can complete to request a speaker or tour, using fields found on the pdf at this link.)

Contact Us

Imagery: Symbols of communication (email, phones, etc.) or hands typing or using a phone

LRWRA knows that the service we provide is all about preserving your quality of life, protecting your health and the environment, and maintaining processes that protect the *One Water* we all share. We make it easier than ever to reach us with your questions, comments or concerns.

REACH US

Email Addresses

Customer Assistance: customerassistance@lrwu.com

General Information: web_info@lrwu.com

Billing: web_accountingmail@lrwu.com

Phone Number

To reach Little Rock Water Reclamation Authority by telephone during office hours (Monday-Friday 8:00am-4:30pm) please call (501) 376-2903. You can fax us at (501) 688-1409.

Everything Else

If you can't find what you are looking for in the lists we have provided here, please use the [Information Request form](#) and we will respond as soon as possible.

VISIT US

We're always excited to share information on our work and the process of reclaiming water with our ratepayers. Below is a list of where to find us, and the facilities where our award-winning processes take place.

Remember, you can also [request a tour](#) of our facilities with one of our friendly professionals who are more than happy to walk you through our process. **(Determine if this has to be a printed form or if we can do an electronic submission form using the fields in this form that opens in a lightbox once clicked (if so, who will this email form be submitted to))**

Clearwater Administration Building

[Printable Map](#) / [Google Map](#)

11 Clearwater Dr.

Little Rock, AR 72204

(501) 376-2903

Clearwater Maintenance Complex

[Printable Map](#) / [Google Map](#)

5300 South Shackleford Road

Little Rock, AR 72204

(501) 223-1500

Adams Field Treatment Facility

[Printable Map](#) | [Google Map](#)

1001 Temple Street
Little Rock, AR 72202
(501) 688-1525

Fourche Creek Treatment Facility

[Printable Map](#) | [Google Map](#)

9500 Birdwood Drive
Little Rock, AR 72206
(501)490-5400

Little Maumelle Treatment Facility

[Printable Map](#) | [Google Map](#)

24924 Chenal Parkway
Little Rock, AR 72223
(501) 688-1582

MESSAGE US

Then a form to fill out providing name, email address, and message.

Need an email address to direct these submissions.

Directory

For your convenience, below is a directory that will assist you in addressing any questions, comments or concerns you have about the processes and work carried out by LRWRA.

Little Rock Water Reclamation Authority

(501) 376-2903 Greg Ramon, CEO
11 Clearwater Drive (501) 688-1404
Little Rock, AR 72204

Please refer your contact questions to the corresponding topics below. All telephone numbers are (501) area code.

Department	Phone#	Fax #	Email
Accounting			
Accounts Payable	688-1479	688-1409	accountspayable@lrwu.com
Purchasing	688-1442	688-1463	
City Services			
311 City Services Information	311		311 Information
Community Relations			
Communications	688-1490	688-1409	web_communications@lrwu.com

Customer Assistance

Customer Assistance	688-1490	688-1409	web_customerassistance@lrwu.com
Sewer Service Line Replacement Program	688-1426		web_sslrp@lrwu.com

Engineering

General	688-1416	688-1409	web_engineering@lrwu.com
---------	----------	----------	--------------------------

Environmental Assessment/Commercial and Industrial User Relations

Environmental Assessment Division	688-1486	688-1409	web_ead@lrwu.com
-----------------------------------	----------	----------	------------------

General Information

Administration	688-1412	688-1404	web_info@lrwu.com
----------------	----------	----------	-------------------

Human Resources/Employment

Human Resources	688-1458	688-1451	web_hrmail@lrwu.com
-----------------	----------	----------	---------------------

Maintenance

Maintenance	223-1508	223-1513	web_maintenance@lrwu.com
-------------	----------	----------	--------------------------

New Service/Locates

Permit Desk	688-1420	688-1469	web_permits@lrwu.com
-------------	----------	----------	----------------------

Permits/Permits Requests

Permit Desk	688-1420	688-1469	web_permits@lrwu.com
-------------	----------	----------	----------------------

Plant Operations

Operations	688-1401	688-1477	web_operations@lrwu.com
------------	----------	----------	-------------------------

Residential and Commercial Customer Accounts

Accounts and Billing	688-1460	688-1409	web_accountingmail@lrwu.com
----------------------	----------	----------	-----------------------------

Sewer Leaks and Repairs

24/7 Emergency	223-1509	223-1513	web_leaks@lrwu.com
----------------	----------	----------	--------------------

TDD for the Hearing Impaired

Arkansas Relay	711		711 Information
----------------	-----	--	-----------------

Wastewater Billing Inquiries

Accounting and Billing	688-1460	688-1409	web_accountingmail@lrwu.com
------------------------	----------	----------	-----------------------------

Information Requests

We would love to hear from you!

Please select a topic from the drop-down menu in the form below so that we may respond to your question, comment or request as quickly as possible. Should you need immediate assistance for a sewer overflow or other sewer related emergency, call our 24/7 emergency line at 501-223-1509.

Form found [here](#).

Request a Speaker or Tour

We are invested in educating the public about our process and our ongoing efforts to protect public health and the environment through preventive maintenance of our shared system. If you would like to schedule a tour of one of our facilities or to have one of our team members speak to your group or class about what we do, complete and submit the form at the link below. We will contact you within 48 hours of receiving your request!

[Request a speaker or tour](#)

We will need to request from Kenetta, the information or forms needed for someone to request a speaker. I cannot find it on the website.

Careers

Little Rock Water Reclamation Authority is an Equal Opportunity Employer

Little Rock Water Reclamation Authority does not discriminate on the basis of race, color, creed, religion, sex, national origin, age, disability, marital status, sexual orientation, gender identity, genetic information, political opinions or affiliation, military status, or other status protected by applicable law.

Little Rock Water Reclamation Authority will provide reasonable accommodations for qualified individuals with disabilities to ensure equal access to employment, programs, services, and activities.

[Click here to view our employment opportunities.](#)

Benefits

- Health/Prescription Drug/Dental/Vision:

Health & Prescription Drug - Health Advantage - High Deductible with H.S.A

Dental - Delta Dental

Vision - Any Provider

- Holidays:

10 days per calendar year. To check specific dates, click on [this link](#) for a calendar.

- Paid Time Off (PTO)

Hours accrue for vacation, personal time, illness, funeral, etc. based on length of service (1 day equals 8 hours):

0-1 years 18 days
1-5 years 20 days
6-15 years 25 days
16-25 years 30 days
25+ years 35 days

Retirement Plans

- [Arkansas Public Employees Retirement System](#). Defined benefit. Vested at 5 years. Mandatory employee contribution of 5% tax-deferred.
- 401(a) Money Purchase Plans. Eligible after completion of 2 years of employment. Funded by Employee/Employer match.
- 457 Deferred Compensation Plans. Supplemental pre-tax plan. Funded entirely by employee.
- Roth IRA Plans. After-tax plan where earnings accumulate tax-free. Funded entirely by employee.

Disability Leaves

- Short Term Disability (STD)
- Catastrophic Leave (supplements STD) (Employee Funded)
- Long Term Disability (LTD)

Miscellaneous Benefits

- Health Savings Account
- Group Term Life Insurance (1x annual salary).
- Additional life insurance. Funded entirely by employee.
- [Telcoe Federal Credit Union](#)
- [Southwest Employee Assistance Program \(EAP\)](#)
- Direct deposit of payroll

