



CLIENT GUIDE TO WEBSITE

WEB PAGES FOR REVIEW



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





ONE WATER. ONE FUTURE.



HOME PAGE- SLIDER #1



FOLLOW THE PROCESS

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.

[READ MORE ABOUT US](#)

[PROTECTING THE PUBLIC](#)
[FOLLOW THE PROCESS](#)

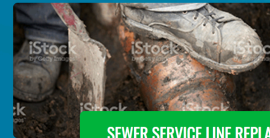
RATEPAYER RESOURCES



[MY BILL SEEMS HIGH](#)



[WHERE WE'RE WORKING](#)



[SEWER SERVICE LINE REPLACEMENT PROGRAM](#)

ANNOUNCEMENTS

CLOSURE NOTICE: The offices of Little Rock Water Reclamation Authority will be closed November 23-24, 2017 in observation of the Thanksgiving Holiday. If you have a sewer related emergency call (501) 223-1509.

MEETINGS

October 17 | November 14 | December 12

[VENDOR PORTAL](#)

[MEETING NOTES](#)

[AWARDS](#)

[CAREERS](#)

FOLLOW US ON FACEBOOK



FOLLOW US ON FACEBOOK



Little Rock Water Reclamation Authority
11 Clearwater Dr.
Little Rock, AR 72204
Phone: 501.376.2903
Fax: 501.688.1409



HOME PAGE- SLIDER #2



PROTECTING THE PUBLIC

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.

[OUR MISSION](#)

[PROTECTING THE PUBLIC](#)
[FOLLOW THE PROCESS](#)

HOME PAGE- SLIDER #3



ONE WATER. ONE FUTURE.

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 . 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.

[READ MORE ABOUT US](#)

[PROTECTING THE PUBLIC](#)
[FOLLOW THE PROCESS](#)



WHAT WE DO AND WHY



AS THE SANITARY SEWER SERVICE PROVIDER FOR THE CITY OF LITTLE ROCK, OUR PROCESS SERVES:



67,600+
HOMES & BUSINESSES



1,314+
MILES OF PUBLIC SEWERS

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 goes 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 three 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) to exceed water quality standards before being released into the Arkansas River. Returning this water back into a natural water source that continues to serve 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.

"THE WATER WE RELEASE IS AT LEAST SEVEN TIMES CLEANER THAN THE WATER IN THE ARKANSAS RIVER."



ORGANIZATION



MAJOR FACILITIES AND LOCATIONS



FAQ



WHAT WE DO AND WHY

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 goes 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 three 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) to exceed water quality standards before being released into the Arkansas River. Returning this water back into a natural water source that continues to serve 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.

WE RELEASE TO
AT LEAST SEVEN
TIMES CLEANER
THAN THE
WATER IN THE
ARKANSAS RIVER.



ORGANIZATION



MAJOR FACILITIES AND LOCATIONS



FAQ



REGULATION COMPLIANCE



MISSION



HISTORY



Little Rock Water Reclamation Authority
11 Clearwater Dr.
Little Rock, AR 72204
Phone: 501.376.2903
Fax: 501.688.1409





FACILITIES AND LOCATIONS



Little Rock Water Reclamation Authority has both an administrative and maintenance complex in addition to three water reclamation facilities/ and our peak flow attenuation facility, all to manage your service and informational needs.

[CLICK HERE](#) for a list of contacts who can assist you with your need.

ADAMS FIELD WATER RECLAMATION FACILITY

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

The Adams Field Wastewater Water reclamation facility has been in operation since 1961 and was Little Rock's first wastewater water reclamation 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" water reclamation 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 in order for the treatment process to take place.

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 seven times cleaner than what occurs there naturally. 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 Water reclamation facility for further processing.

FOURCHE CREEK WATER RECLAMATION FACILITY

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

FACILITIES, CONT.

FOURCHE CREEK WATER RECLAMATION FACILITY +

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

Arkansas's most innovative wastewater water reclamation 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.

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 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.

LITTLE MAUMELLE WATER RECLAMATION FACILITY +

The Little Maumelle Water reclamation 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 Water reclamation 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 exceptional effluent quality and state-of-art Ultraviolet Radiation disinfection systems. 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.

CLEARWATER MAINTENANCE FACILITY +

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.

FACILITIES, CONT.

CLEARWATER MAINTENANCE FACILITY +

The Clearwater Operations/Maintenance Complex sits on a 36.59-acre tract conveniently located at 5300 South Shackleford 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.

PEAK FLOW ATTENUATION FACILITY +

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.

In an effort to further reduce overflows in the system, the Peak Flow Attenuation Facility was expanded, bringing the total storage capacity to 61 million gallons. This project consisted of adding a 31 million gallon basin adjacent to the existing basins, with the addition of a fourth pump at the Peak Flow Pump Station. The project was \$13.7 million and was completed in late 2018.

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



WHAT WE DO AND WHY



ORGANIZATION



FAQ



REGULATION COMPLIANCE



MISSION



HISTORY



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](#).

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.

LRWRA OPERATIONS

Q. What is LRWRA?

A. Little Rock Water Reclamation Authority is the sanitary sewer service provider for the City of Little Rock. Water that flows out of homes, workplaces, and even manufacturing facilities, becomes our responsibility. It is transported to either the Adams Field or Little Maumelle 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 and reclaimed by LRWRA, and is ultimately 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



FREQUENTLY ASKED QUESTIONS, CONT.

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.

FREQUENTLY ASKED QUESTIONS, CONT.

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.



WHAT WE DO AND WHY



ORGANIZATION



MAJOR FACILITIES AND LOCATIONS



REGULATION COMPLIANCE



MISSION



HISTORY



Little Rock Water Reclamation Authority

11 Clearwater Dr.
Little Rock, AR 72204
Phone: 501.376.2903
Fax: 501.688.1409





HISTORY

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 water reclamation facility, the Adams Field Facility (links to "About Us/Facilities & Locations/Adams Field Water reclamation facility") came into service in 1961 with primary treatment only. In 1972, new regulations were passed which required the need for secondary treatment processes. Our presentHow the process works today

Water that flows out of homes, workplaces, and even manufacturing facilities, becomes our responsibility. 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 PRESENT

HOW THE PROCESS WORKS TODAY

Water that flows out of homes, workplaces, and even manufacturing facilities, becomes our responsibility. 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 1400 miles of public sewer piping, all maintained by LRWRA, to one of three water reclamation 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 61 million gallons of used and run-off storm water at times when rain water exceeds the maximum capacity of the treatment facilities.

We're so committed to reducing waste, that we take the organic sludge removed from treated water, introduce it to another group of bacteria that ultimately produces methane from which we produce power for Fourche Creek Water reclamation facility.

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 Water reclamation facility.



PICES Award

We've been awarded the EPA's Performance and Innovation in the SRF Creating Environmental Success (PICES) 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.

HISTORY

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 Water reclamation facility.



PICES 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 vines as appeared in the LRWRA newsletter) to read the stories about our team members who have been named GEMs by their peers.



WHAT WE DO AND WHY



ORGANIZATION



MAJOR FACILITIES AND LOCATIONS



FAQ



REGULATION COMPLIANCE



MISSION



Little Rock Water Reclamation Authority

11 Clearwater Dr.
Little Rock, AR 72204
Phone: 501.376.2903
Fax: 501.688.1409





MISSION / WHY WE'RE IMPORTANT

Little Rock Water Reclamation Authority (LRWRA) exists to preserve and replenish the environment by reclaiming our most valuable natural resource, water.

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.

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;
- 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.
- Metals, such as mercury, lead, cadmium, chromium and arsenic can have acute and chronic toxic effects on species.
- Chlorine compounds and inorganic chloramines can be toxic to aquatic invertebrates, algae and fish;

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.

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!

MISSION/WHY WE'RE IMPORTANT, CONT.

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.

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!

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.



WHAT WE DO AND WHY



ORGANIZATION



MAJOR FACILITIES AND LOCATIONS



FAQ



REGULATION COMPLIANCE



HISTORY



Little Rock Water Reclamation Authority
11 Clearwater Dr.
Little Rock, AR 72204
Phone: 501.376.2903
Fax: 501.688.1409





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 Sewerage Agencies.

OUR DIVISIONS

ADMINISTRATION

LRWRA's administration is comprised of 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 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.

ORGANIZATION, CONT.

- **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. This division ensures that over 1,000 pieces of equipment used in maintaining service integrity for ratepayers are at optimal performance.

ENGINEERING +

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 Department of Transportation, 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 such as trenchless rehabilitation, 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.
- **The Sewer Service Line Program** encompasses both permitting and inspection of all sewer service

ORGANIZATION, CONT.

- **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 (SSLRP), and the Fats, Oils, and Greases (FOG) 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://lrwa.com/sslrp>). The Fats, Oils, and Greases (FOG) Program helps LRWRA to maintain compliance with Code 40 of CFR 403, while protecting LRWRA's collection system and water reclamation facilities from the detrimental effects of FOG, through a program of sizing of grease interceptors (GI), inspection of GI installations, regulation of haulers, and public outreach and education.

ENVIRONMENTAL ASSESSMENT AND ENFORCEMENT +

The Environmental Assessment Department (EAD) supports LRWRA's compliance with state and federal environmental regulations through quality-assured environmental sampling and testing services, and the management of significant industrial discharges to the wastewater collection and treatment system. EAD performs regularly-scheduled compliance support activities and assists other LRWRA departments with special projects. EAD includes the Sampling Collection, Compliance Laboratory, Quality Assurance, and Industrial Pretreatment Sections.

Sampling Collection – The sampling collection team schedules and coordinates all aspects of industrial, commercial, and LRWRA facility sample collection, preservation, and delivery. The sampling team performs regular and routine sampling at LRWRA's treatment facilities and all industrial facilities permitted through the Industrial Pretreatment Program.

Compliance Laboratory – EAD's laboratory staff confirm daily compliance with effluent limitations found in LRWRA's three National Pollutant Discharge Elimination System (NPDES) permits issued by the Arkansas Department of Environmental Quality (ADEQ). The lab also provides quality-assured testing of LRWRA facility treatment processes and by-products to support utility operations. Additionally, laboratory staff provide compliance testing of industrial wastewater sources that are permitted through LRWRA's Industrial Pretreatment Program.

Quality Assurance – EAD's sampling and laboratory analysis meets or exceeds required quality control and assurance methods. Quality Assurance staff ensure that accurate and reliable data is provided to state and federal regulators and to other departments within the utility.

Industrial Pretreatment Program – LRWRA administers an industrial pretreatment program approved by ADEQ under the Code of Federal Regulations Title 40, Part 403. The pretreatment staff works with local industries to encourage pollution prevention through best management practices and the use of pretreatment devices prior to discharge of industrial wastewater into LRWRA's collection system. This protects collection system assets, treatment facilities and, ultimately, water quality in the Arkansas River. For more information about industrial wastewater discharges to the LRWRA collection system, see the [Pretreatment Ordinance](#).

FINANCE +

- **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.

ORGANIZATION, CONT.

- Purchasing provides support by coordinating the purchase of all wastewater equipment and supplies in accordance with all state and city regulations.

OUR COMMISSION

LITTLE ROCK WATER RECLAMATION COMMISSION

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.

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

MEMBERS

Chair	Richard L. Mays, Jr.
Vice Chair	Bill Flowers
Secretary	Chris Marsh
Commissioner	Ganelle Holman
Commissioner	Debbie Shock
Commissioner	Schawnee Hightower
Commissioner	Lauren Ward
Non-voting member	Lance Hines



RICHARD L. MAYS, JR. | CHAIR

Richard L. Mays Jr. is an associate attorney with the firm, Mays, Byrd and Associates P.A., focusing his efforts in Corporate Finance, Real Estate, Personal Injury and State and Federal Criminal Defense. Mays, holds a Bachelor of Business Administration-Finance from Howard University, a Master of Business Administration from Webster University, and a Juris Doctorate from Thurgood Marshall School of Law at Texas Southern University. Mays is admitted to the State Bar of Arkansas. He is also licensed to practice in the U.S. Federal Courts of the Eastern and Western District of Arkansas and Southern District of Texas. He is married to Anna Plummer-Mays and has two children Richard L. Mays III and Jennifer L. Mays. He is a member of Sigma Pi Phi Fraternity and a member of Omega Psi Phi Fraternity. His current term expires August 1, 2023.

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.

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.



WHAT WE DO AND WHY



MAJOR FACILITIES AND LOCATIONS



FAQ



REGULATION COMPLIANCE



MISSION



HISTORY



Little Rock Water Reclamation Authority
 11 Clearwater Dr.
 Little Rock, AR 72204
 Phone: 501.376.2903
 Fax: 501.688.1409





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 (ADEQ). 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

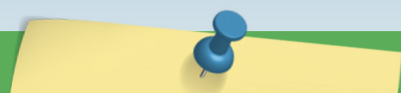
Little Rock Water Reclamation Authority, as part of the extensive SCADA (Supervisory Control and Data Acquisition) system, has several Rain Gauges located across the City of Little Rock. The data collected and provided on the following web pages are used to analyze the impact of rain on the collection 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.

[View Rain Guage Data](#)

OPERATIONS BLENDING EVENTS

- THIS YEAR 
- PREVIOUS YEARS** 

- May 5, 2017
- May 1, 2016
- March 31, 2016
- March 8 - March 12, 2016
- November 28 - December 1, 2015
- December 28 - December 29, 2015
- April 14 - 15, 2014
- December 21 - 22, 2013
- January 13 - January 14, 2013
- March 21 - March 24, 2012



PUBLIC MEETINGS

REGULATION COMPLIANCE, CONT.

MEETING NOTES, AGENDAS + VIDEOS

Keeping you informed is a part of what we do. For all Water Reclamation Commission meeting agendas, minutes, and videos [click here](#).

PUBLIC MEETINGS

You are invited to attend the public meetings held by the Water Reclamation Commission where decisions are made about the service we provide.

Water Reclamation Commission Meetings

Date	Description
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 holidays:

- January 1, 2018 | New Years Day
- January 15, 2018 | MLK Day
- February 19, 2018 | President's Day
- May 28, 2018 | Memorial Day
- July 4, 2018 | Independence Day
- September 3, 2018 | Labor Day
- November 22-23, 2018 | Thanksgiving
- December 24-26, 2018 | Christmas



WHAT WE DO AND WHY



ORGANIZATION



MAJOR FACILITIES AND LOCATIONS



FAQ



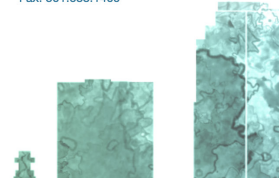
MISSION



HISTORY



Little Rock Water Reclamation Authority
 11 Clearwater Dr.
 Little Rock, AR 72204
 Phone: 501.376.2903
 Fax: 501.688.1409

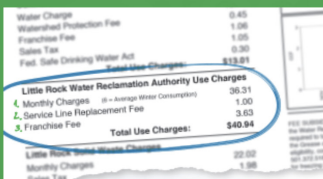




CUSTOMER CENTER

Our Customer Center provides you with the information you need to understand each aspect of the service LRWRA provides.

From understanding your bill, to work in your neighborhood, to programs that help you with the cost of replacing your private sewer service line, our Customer Center has the answers just a few convenient clicks away. If you don't find the answer you're looking for, contact us here, and we'll be happy to help!



MY BILL SEEMS HIGH



WHERE WE'RE WORKING



RATES: COMMERCIAL AND RESIDENTIAL



PRIVATE SEWER SYSTEM CLEANING



SEWER LINE LOCATOR



WHERE YOUR MONEY GOES



STANDARDS AND SPECIFICATIONS



ORDINANCES



BROCHURES



MY BILL SEEMS HIGH

HOW TO READ YOUR BILL

1. Monthly Charges include your Household Usage (shown as your V.C. x a number) and the flat, monthly Service Availability Fee, which is based on the size of your meter.
V.C. x 6 = \$25.02
+ Service Availability Fee = \$11.29
Monthly Charges = \$36.31

2. A \$1 program fee is charged for the Sewer Service Line Replacement Program, which allows residents to apply for a reimbursement of up to \$2,500 for replacing substandard sewer service lines on their property.

3. The Franchise Fee, equaling 10% of your monthly bill, is collected on behalf of the City of Little Rock.

Monthly Charges = \$36.31
+ Service Line Replacement Fee = \$1.00
+ Franchise Fee (10% x \$36.31) = \$3.63
Total Use Charges = \$40.94



WHERE WE'RE WORKING



RATES: COMMERCIAL AND RESIDENTIAL



PRIVATE SEWER SYSTEM CLEANING



SEWER LINE LOCATOR



WHERE YOUR MONEY GOES



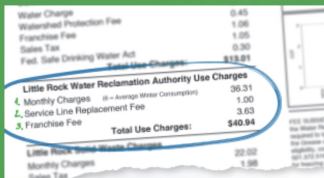
STANDARDS AND SPECIFICATIONS





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.



MY BILL SEEMS HIGH



WHERE WE'RE WORKING



RATES: COMMERCIAL AND RESIDENTIAL



PRIVATE SEWER SYSTEM CLEANING



SEWER LINE LOCATOR



WHERE YOUR MONEY GOES



STANDARDS AND SPECIFICATIONS



ORDINANCES



Little Rock Water Reclamation Authority
 11 Clearwater Dr.
 Little Rock, AR 72204
 Phone: 501.376.2903
 Fax: 501.688.1409





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 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.

Water Charge	0.45
Wastewater Protection Fee	1.06
Franchise Fee	1.06
Sales Tax	0.30
Fee: State Drinking Water Act	1.23
Total Use Charges:	\$3.10
Little Rock Water Reclamation Authority Use Charges	36.51
1. Monthly Charges (B - Average Water Consumption)	1.00
2. Service Line Replacement Fee	3.53
3. Franchise Fee	1.98
Total Use Charges:	\$40.64
Little Rock Water Reclamation Authority Use Charges	22.02
Monthly Charges	1.98
Water Fee	1.98

MY BILL SEEMS HIGH



WHERE WE'RE WORKING



RATES: COMMERCIAL AND RESIDENTIAL



PRIVATE SEWER SYSTEM CLEANING



WHERE YOUR MONEY GOES



STANDARDS AND SPECIFICATIONS



ORDINANCES



BROCHURES



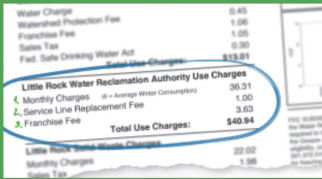
Little Rock Water Reclamation Authority
11 Clearwater Dr.
Little Rock, AR 72204
Phone: 501.376.2903
Fax: 501.688.1409





WHERE YOUR MONEY GOES

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.



Water Charge	0.45
Wastewater Protection Fee	1.06
Franchise Fee	1.05
Sales Tax	0.30
Fee: State Drinking Water Act	132.81
Total Use Charges:	135.67
Little Rock Water Reclamation Authority Use Charges:	36.51
1. Monthly Charges - @ Average Winter Consumption	1.00
2. Service Line Replacement Fee	3.53
3. Franchise Fee	3.53
Total Use Charges:	\$40.94
Little Rock Sewer Maintenance Charges	22.00
Monthly Charges	1.98
Water Tax	

MY BILL SEEMS HIGH



WHERE WE'RE WORKING



RATES: COMMERCIAL AND RESIDENTIAL



PRIVATE SEWER SYSTEM CLEANING



SEWER LINE LOCATOR



STANDARDS AND SPECIFICATIONS



ORDINANCES



BROCHURES



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 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

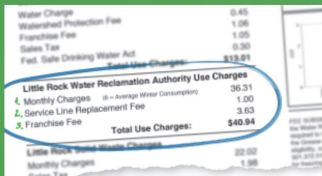
The public and private sewer ordinances encompass the following services provided by Little Rock Water Reclamation Authority:

- 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](#).



MY BILL SEEMS HIGH



WHERE WE'RE WORKING



RATES: COMMERCIAL AND RESIDENTIAL





PRIVATE SEWER SYSTEM CLEANING

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.

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.

THE PROCESS

Step 1 - Obtain a permit

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

1. Complete the form below.
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.

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.

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](#).

FAQs

PRIVATE SEWER SYSTEM CLEANING, CONT.

FAQs

+ What is the purpose of the Private System Cleaning Permit?

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.

+ What is the cost of the Private Systems Cleaning Permit?

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

+ How can a Private System Cleaning Permit be obtained?

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.

+ Where and when should debris traps be installed?

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.

+ Will LRWRA personnel visit the cleaning site?

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.

+ Is there a penalty for non-compliance?

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\(B\)\(3\)](#).

Address
City
State
Zip Code
Owner's First Name
Owner's Last Name
Owner's Address
Owner's City
Owner's State
Owner's Zip
Company Name
Company Contact First Name
Company Contact Last Name
Phone Number
Expected Cleaning Start Date
Expected Cleaning Completion Date
Submit

PRIVATE SEWER SYSTEM CLEANING REPAIR FORM

PRIVATE SEWER SYSTEM CLEANING, CONT.

Company Contact Last Name

Phone Number

Expected Cleaning Start Date

Expected Cleaning Completion Date

Water Charge	0.45
Watershed Protection Fee	1.06
Franchise Fee	1.85
Sales Tax	0.30
Fed. Safe Drinking Water Act	
Public Use Charges	\$12.09
Little Rock Water Reclamation Authority Use Charges	
1. Monthly Charge (0.10 x Average Water Consumption)	36.31
2. Service Line Replacement Fee	3.63
3. Franchise Fee	
Total Use Charges:	\$40.94
Little Rock Public Use Charges	
Monthly Charge	22.00
Service Fee	1.99

MY BILL SEEMS HIGH



WHERE WE'RE WORKING



RATES: COMMERCIAL AND RESIDENTIAL



SEWER LINE LOCATOR



WHERE YOUR MONEY GOES



STANDARDS AND SPECIFICATIONS



ORDINANCES



BROCHURES



Little Rock Water Reclamation Authority
 11 Clearwater Dr.
 Little Rock, AR 72204
 Phone: 501.376.2903
 Fax: 501.688.1409





RATES: RESIDENTIAL & COMMERCIAL

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@lrwa.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.

RATES: RESIDENTIAL & COMMERCIAL, CONT.

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 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

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.

RATES: RESIDENTIAL & COMMERCIAL, CONT.

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](#).

Water Charge	0.45
Watershed Protection Fee	1.06
Franchise Fee	1.85
State Tax	0.30
Fed. Safe Drinking Water Act	
<i>Water Use Charges:</i>	113.01
Little Rock Water Reclamation Authority Use Charges	
1. Monthly Charges (B - Average Water Consumption)	36.31
2. Service Line Replacement Fee	3.63
3. Franchise Fee	
Total Use Charges:	\$40.94
Little Rock Sewer Service Charge	22.00
Monthly Charges	1.98

MY BILL SEEMS HIGH



WHERE WE'RE WORKING



PRIVATE SEWER SYSTEM CLEANING



SEWER LINE LOCATOR



WHERE YOUR MONEY GOES



STANDARDS AND SPECIFICATIONS



ORDINANCES



BROCHURES



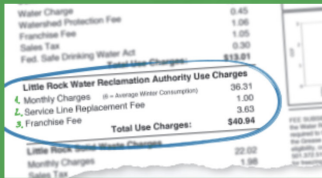
STANDARDS & SPECIFICATIONS

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.

Section	Title	Revised	Size
00001	Title Pages	03-01-2011	63 K
00010	Table of Contents	03-01-2011	29 K
01100	Requirements for Developer Funded Projects	03-01-2011	164 K
01120	Fees	11-01-2015	63 K
02000	Pump Station Specifications	03-01-2011	97 K
02100	Special Structures	01-01-2009	255 K
02220	Excavation, Backfilling, and Compacting	04-02-2007	38 K
02575	Pavement Repair	04-02-2007	15 K
02605	Manholes	04-02-2007	29 K
02607	Utility Line Bores	04-02-2007	14 K
02610	Pipe and Fittings	04-02-2007	18 K
02730	Sanitary Sewer Pipelines	01-01-2009	32 K
02732	Sanitary Sewer Service Lines	07-29-2010	25 K
02734	Inspection and Testing	04-02-2007	34 K
02760	Pipeline Cleaning	04-02-2007	18 K
02762	Pipeline Television Inspection	04-02-2007	16 K
02930	Lawns and Grasses	04-02-2007	14 K
02935	Ground Cover	04-02-2007	14 K
03300	Cast In Place Concrete	04-02-2007	14 K
03400	Clearing For Construction Access	04-02-2007	8 K
03500	Grout Fill Abandoned Sewer Pipelines	04-02-2007	9 K
04000	Standard Documents	03-01-2011	219 K
05000	Table of Contents - Standard Details and EAD Specification Details	01-01-2007	11 K
Standard	LRW Standard Specification Details Index	05-17-2009	126 K
ECD Index	LRW Erosion Control Details	07-22-2009	5 M

STANDARDS & SPECS, CONT.

Standard	LRW Standard Specification Details Index	05-17-2009	126 K
ECD Index	LRW Erosion Control Details	07-22-2009	5 M
Fees	Consolidated Fee Schedule	01-01-2016	36 K
EAD-1	Grease Interceptor Details	12-15-2008	3 M
EAD-2	Sand/Oil Interceptor Details	12-22-2008	3 M
EAD-3	Lint Interceptor Details	12-15-08	651 K
EAD-4	Abandonment and Seal Details	12-15-2008	1 M



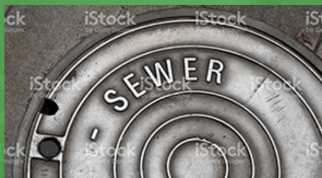
MY BILL SEEMS HIGH



WHERE WE'RE WORKING



RATES: COMMERCIAL AND RESIDENTIAL



PRIVATE SEWER SYSTEM CLEANING



SEWER LINE LOCATOR



WHERE YOUR MONEY GOES



ORDINANCES



BROCHURES

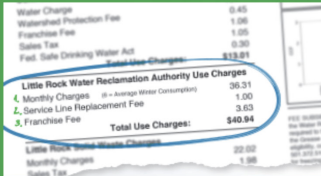


Little Rock Water Reclamation Authority
 11 Clearwater Dr.
 Little Rock, AR 72204
 Phone: 501.376.2903
 Fax: 501.688.1409



WHERE WE'RE WORKING

[Click here](#) for the locations of LRWRA utility work around the city—work that may be happening in your neighborhood, or along your commute.



MY BILL SEEMS HIGH



RATES: COMMERCIAL AND RESIDENTIAL



PRIVATE SEWER SYSTEM CLEANING



SEWER LINE LOCATOR



WHERE YOUR MONEY GOES



STANDARDS AND SPECIFICATIONS



ORDINANCES



BROCHURES



Little Rock Water Reclamation Authority
11 Clearwater Dr.
Little Rock, AR 72204
Phone: 501.376.2903
Fax: 501.688.1409





MAPS

[SEWER LINE LOCATOR](#) - To view sewer line locations and other utility structures.

[PROJECT RENEW](#) - To find out how Project Renew is improving your area.

[SEWER SERVICE LINE REPLACEMENT PROGRAM](#) - To see up-to-date information regarding the Sewer Service Line Replacement Program.

Disclaimer: The data contained in this application was compiled from various sources for the sole use and benefit of the 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 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 costs of defense arising from improper use or use by another party. Acceptance or use of this application is done without any expressed or implied warranties. LRWRA reserves the right to deny access to this application at any time.



Little Rock Water Reclamation Authority
11 Clearwater Dr.
Little Rock, AR 72204
Phone: 501.376.2903
Fax: 501.688.1409





PROGRAMS & PROJECTS

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

EDUCATIONAL

IMPROVEMENT

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.

RESIDENTIAL PROGRAMS



Sewer Service Line Replacement Program
SSLRP

EDUCATIONAL PROGRAMS



IMPROVEMENT PROJECTS



CAN THE GREASE



CAN THE GREASE

Grease and oil build up is responsible for **70-80%** of our dry weather overflows. Help us prevent these costly events!

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.

Request your **FREE** cleanout cap today!

Name

Address

City

State

Zip Code

Email Address

[Submit](#)

It's as easy as 1-2-3



















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.

The UNFLUSHABLES include:

-  Medication (pills, creams, etc.)
-  Most automotive fluids
-  Car wax
-  Most paint, glue, and thinner
-  Poison and/or insecticide
-  Kertosene 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



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.



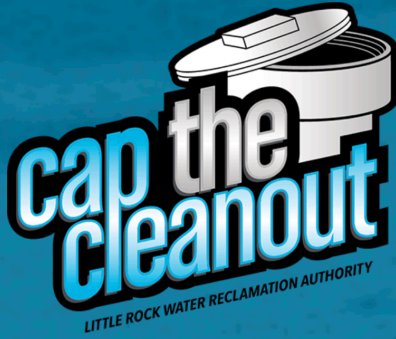
Other substances such as some pharmaceutical and personal care products, primarily entering the environment in wastewater effluents, may also pose threats to human health, aquatic life and wildlife.



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.



CAP THE CLEANOUT

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!** 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.

How to do it!

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 (video below to show you how!)

Plumbing Clean-Out Plug Installation

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.

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

Request your **FREE** cleanout cap today!

Name

Address

City

State

Zip

Email Address





SSLRP

SEWER SERVICE LINE REPLACEMENT PROGRAM

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 \$2,500**. 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?

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.

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.

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.

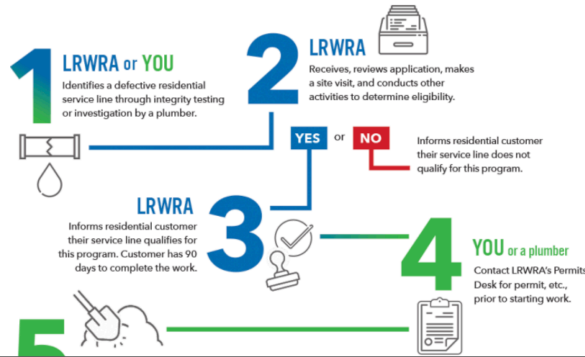
Upon completion, LRWRA will then make a final inspection. If the work is satisfactory, the customer will then submit all invoices, including plumber's invoice and LRWRA permit fees, if applicable.

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.

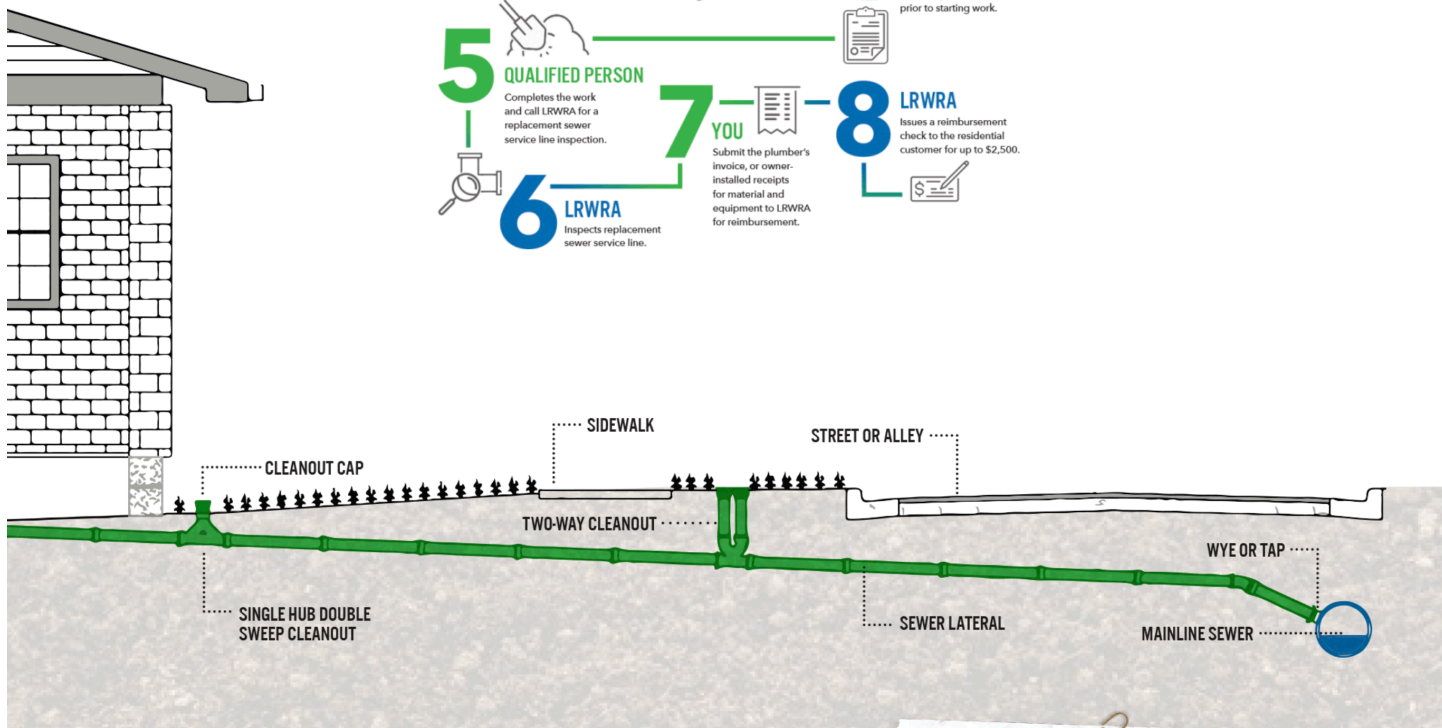
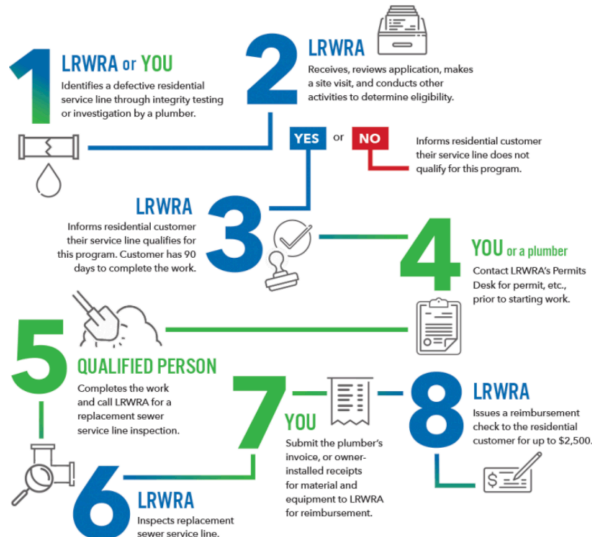
Your path through the process:

FROM NOTIFICATION TO REIMBURSEMENT



Your path through the process:

FROM NOTIFICATION TO REIMBURSEMENT

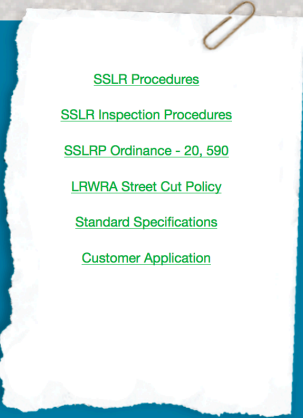


Details, Documents, and Forms

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 customers 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.



FAQs

+ What is the Sewer Service Line Replacement Program (SSLRP)?

SSLRP, CONT

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 customers 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.

[SSLR Procedures](#)

[SSLR Inspection Procedures](#)

[SSLRP Ordinance - 20, 590](#)

[LRWRA Street Cut Policy](#)

[Standard Specifications](#)

[Customer Application](#)

FAQs

+ **What is the Sewer Service Line Replacement Program (SSLRP)?**

+ **What is a Sewer Service Line?**

+ **When does a service line require replacement?**

+ **What is smoke testing and how and why is it done?**

+ **Who is eligible to participate in the program?**

+ **What if I am leasing or renting the residential property?**

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

+ **What can I expect when I apply for the program?**

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

+ **Where does the money for the program come from?**



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.



COMMUNITY CONNECTIONS

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 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

For press inquiries, please e-mail communications@lrwa.com or call 501.376.2903 Monday through Friday, from 8 am – 4 pm.

Press Releases

- Little Rock Wastewater to Launch Project to Renew City's Pipelines
- New Name, Logo, Position Statement Introduced for Little Rock Water Utility
- Little Rock Water Reclamation Authority Recognized for Leadership in Utility Services

Follow us on social media



EVENTS

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

VIDEOS

Clearwater 2019

A look at some of the things Little Rock Water Reclamation Authority is doing to continue to provide excellent service.

Backflow Preventer Maintenance

A homeowner's guide to proper maintenance of a backwater/backflow preventer valve.

Can the Grease

Captain Sewer tells us the dangers of pouring fats, oils, and grease down our drains and ways to prevent it.

GALLERY



COMMUNITY CONNECTIONS, CONT.

Reclamation Authority is going to continue to provide excellent service.

backwater/below-proportion valve.

ons, and grease down our drains and ways to prevent it.

GALLERY



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](#).

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

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.

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](#) and the [Little Rock Water Reclamation Commission \(LRWRC\)](#) 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.

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](mailto:Kenetta.Ridgell@lrwra.com) at Kenetta.Ridgell@lrwra.com with event 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](#)

[Request a tour](#)



Little Rock Water Reclamation Authority
11 Clearwater Dr.
Little Rock, AR 72204
Phone: 501.376.2903
Fax: 501.688.1409





BUSINESS CENTER

VENDOR PORTAL

FINANCIALS

CAPITAL IMPROVEMENTS

VENDOR PORTAL

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@lrwa.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.

[Click here](#) to see current Requests for Qualifications.



QUESTIONS?

If you have any questions about our bid opportunities, please call 501.688.1450 or email procurement@lrwa.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.

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

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.

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:

[2015](#) | [2014](#) | [2013](#) | [2012](#) | [2011](#) | [2010](#) | [2009](#) | [2008](#) | [2007](#) | [2006](#) | [2005](#) | [2004](#) | [2003](#) | [2002](#)

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:

[August 2018 Monthly Financial Report](#)

[August 2018 Cash Flow Statement](#)

[August 2018 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 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:

[2016](#) | [2015](#) | [2014](#) | [2013](#) | [2012](#) | [2011](#) | [2010](#) | [2009](#) | [2008](#) | [2007](#) | [2006](#) | [2005](#) | [2004](#) | [2003](#)



The LEARNING CENTER

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



MIDDLE SCHOOL



HIGH SCHOOL



Elementary School Resources



FOR TEACHERS

[RESOURCES](#)

[CAREERS IN WATER SCIENCE](#)

[CALENDAR](#)

[REQUEST A SPEAKER OR TOUR](#)



Little Rock Water Reclamation Authority
11 Clearwater Dr.
Little Rock, AR 72204
Phone: 501.376.2903
Fax: 501.688.1409



CONTACT US



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

Customer Assistance: customerassistance@lrwu.com
General Information: info@lrwu.com
Billing: accountingmail@lrwu.com



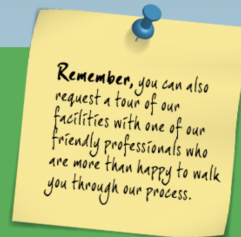
PHONE NUMBER

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. For after hour emergencies call 501.223.1509.



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.

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 Water Reclamation Facility

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

1001 Temple Street
Little Rock, AR 72202
501.688.1525

Fourche Creek Water Reclamation Facility

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

9500 Birdwood Drive
Little Rock, AR 72206
501.490.5400

Little Maumelle Water Reclamation Facility

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

24924 Chenal Parkway
Little Rock, AR 72223
501.688.1582

[LRWRA CAREERS](#)

MESSAGE US

Select a Category

Name

CONTACT US, CONT.

MESSAGE US

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.

Select a Category

Name

Email Address

Phone

Address

City

State

Zip Code

Comments & Questions

Submit

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 501.688.1404

DEPARTMENT	PHONE#	FAX#	EMAIL
24/7 Emergency	501.223.1509	501.223.1513	leaks@lrwu.com
311 City Services Information	311		
Accounts and Billing	501.688.1460	501.688.1409	accountingmail@lrwu.com
Accounts Payable	501.688.1479	501.688.1409	accountspayable@lrwu.com
Administration Office	501.688.1412	501.688.1404	info@lrwu.com
Arkansas Relay	711		
Communications	501.688.1490		communications@lrwu.com
Customer Assistance	501.688.1490		customerassistance@lrwu.com
Engineering	501.688.1416	501.688.1409	engineering@lrwu.com
Environmental Assessment Division	501.688.1486		ead@lrwu.com
Human Resources	501.688.1458	501.688.1451	hrmail@lrwu.com
Maintenance	501.223.1508	501.223.1513	maintenance@lrwu.com
Permit Desk	501.688.1420	501.688.1469	permits@lrwu.com
Plant Operations	501.688.1401	501.688.1477	operations@lrwu.com
Purchasing	501.688.1442	501.688.1463	
Sewer Service Line Replacement Program	501.688.1426		sslrp@lrwu.com
Wastewater Accounting and Billing	501.688.1460	501.688.1409	accountingmail@lrwu.com