

Lake Catherine Waterworks & Sewer Facilities Board of Garland County, Arkansas

DbA Riviera Utilities

440 Catherine Park Rd, Suite C- Hot Springs, Arkansas 71913

501-262-2620

March 5, 2026

Dear Riviera Customer

In 2021 the Arkansas General Assembly passed Act 605. This Act tasked retail water and sewer providers with additional responsibilities when managing and operating their utilities. One of the requirements of this Act is to have an independent rate study performed every five (5) years. Based on the size of our customer base, the study for our Utility was scheduled for this past year (2025) and has just recently been completed by the Arkansas Rural Water Association. As a result of this study our rates shall be adjusted to meet this requirement. This increase in the metered water rates and sewer rates will be effective for the billing to be mailed in Late March 2026.

Effective March 2026 the new rates will be as follows:

UTILITY RATES:

WATER RATES: Metered

	Current Rate	New Rate
Meter Rate: (minimum bill)	\$13.10/mo	\$18.25/mo
Water Charge:	\$.0141/gallon(1)	\$.0155/gallon (1)
Safe Water Act:	\$.40/month	\$.40/ month
Sewer Rate	\$.0160/gallon)	\$.0265/gallon

(1) This rate Includes the wholesale rate adjustment, which is tied to the wholesale rate charged by the City of Hot Springs.

Some examples of how this will affect your bills are:

	Current Rate	Projected New Rate
2000 gallon user Water Only:	\$56.60	\$68.87
2000 gallon user on Sewer:	\$77.00	\$106.87
3000 gallon user Water Only:	\$71.83	\$85.69
3000 gallon user on Sewer:	\$108.23	\$149.78
4000 gallon user Water Only:	\$87.06	\$102.51
4000 gallon user on Sewer:	\$140.98	\$193.10

Going forward their recommendation is to increase the rates by 3% to 5% each year.

Non-Metered Charges for Vacant Lots:

Water Availability Fee: Unchanged **\$6.61/month(3)**

(3)billed semi-annually (April & October) in advance \$39.66 plus tax.

SEWER FEES FOR VACANT LOTS AND HOMES NOT CONNECTED:

Sewer Operations Fee: **\$15.00/month(4)**

(4)billed semi-annually in advance (January & July) \$90.00.

This fee is billed to all vacant lots and homes not connected to sewer, but are located within 300 feet of an existing sewer line. **Note: for those customers with homes not connected to sewer, this fee is billed on your monthly water bill at the monthly rate of \$15.00 per month.**

Sewer Construction Fee: Unchanged **\$11.40/month(5)**

(5) billed semi-annually in advance (January & July) \$68.40.

This fee is billed to all lot owners, including lots with homes, whether connected or not connected.

Many property owners have fulfilled this obligation, and have completed payment for Sewer Construction Fees and are no longer being billed.

Ways to pay your bill!

Cash or check at the office! **Night Drop (through door) at Office!**

Check by mail to the office! **Bank Draft through our office!**

Credit Card in person or by Phone to Office (5% surcharge applies)!

Bill Payment through your bank!

SOFTePay (Pay Online) "Riviera.viewmybill.net"

SOFTtelPay (Pay by Phone) 855-483-5729 IDCode 7191311

With this increase, we will continue to charge a 5% surcharge for customers who choose to pay their bills with a Credit or Debit card in person or by phone at the office.

We thank you for your continued support; please feel free to contact our office if you have questions.

Sincerely,
Jack Plumlee, CEO