



MISSOURI
ARKANSAS

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**BENTON/
WASHINGTON
REGIONAL
WATER**

**WATER
PURCHASED
FROM
BENTONVILLE**

WATER SOURCES

**CUSTOMERS WEST OF HWY 279 RECEIVE
THEIR WATER FROM THE BENTON/
WASHINGTON REGIONAL WATER
SUPPLY LINE**

**CUSTOMERS EAST OF HWY 279 RECEIVE
THEIR WATER FROM THE BENTONVILLE
SUPPLY LINE**



A Note from the Water Utility Director:

I would like to take this opportunity to thank all of our Bella Vista water customers for allowing us to serve you in 2008; we look forward to continuing to serve you in 2009. The Water Department has made several improvements to your water system in the past year and has hit the ground running in 2009 to make your water system even better.

Highlighted Water Projects 2008:

• Residential Water Meter Conversion:

In 2008, Water Department personnel completed the conversion from manual read water meters to radio read meters. The department is scheduled to complete the final conversion to radio read water meters by replacing the remaining touch read water meters in 2009. Once the final conversion is complete, the Bella Vista water system will consist completely of radio read meters.

• Zone Meters:

The Water Department personnel also completed the installation of additional zone metering stations, which are located in strategic locations throughout the Bella Vista water system and help determine water usage to each zone through the metering station. This allows Water Department personnel to evaluate the water entering a particular zone and compare it to the water that is sold in each zone. Water Department personnel can further determine a percentage difference between water entering the zone and the water sold in that zone. This gives the Water Department the ability to determine if that

• Waterline Replacement Project:

Water Department personnel replaced inferior Perma strand piping in the water system's infrastructure that was causing significant water loss through leaks. Crews completed waterline replacement projects at the following locations: 8-inch waterline on Ardwell Road and 6-inch waterline on Strathdon Drive, Scottsdale Drive and Drummore Drive. In addition, several 2-inch galvanized waterlines were replaced, which were contributing to leaks and water quality issues.



Improvement Projects Scheduled to Begin in 2009 through 2010:

These projects will provide for the association's water demands, better pumping capacity and water supply throughout the Bella Vista water system, as well as improve low water pressure issues within the system.

Water Transmission Mains include: a 12-inch supply line London/Lambeth, 10-inch supply line to Bethnal water storage tank, 12-inch supply line to the Trafalgar Zone and a 14-inch supply line to the Metfield Zone.

Booster Pump station: Cold Cave pumping station and metering vault.

• Water Line Replacement Project:

In 2009, Water Department personnel will continue to replace inferior, failing waterline that is a major cause of water loss related to leaks.

Your Consumer Confidence Report for 2008:

- Enclosed with this letter is the 2008 Consumer Confidence Report (CCR). Since Bella Vista now has a dual supply source, the CCR has a map located on the reverse side showing each customer's service area. Customers west of Arkansas 279 receive their water from the Benton/Washington Regional Public Water Authority supply line. Customers east of Arkansas 279 receive their water from the Bentonville supply line. Should you have any questions concerning the CCR please contact the Water Department, at (479) 855- 5060.

On behalf of the entire Water Department staff, we look forward to serving you in 2009.

Mike Taggart

Water Utility Director

Bella Vista Village Property Owners Association