

Memorandum

To: All Plumbers and LRW personnel
From: S. Vincent Hotho, P.E., Program Supervisor
Date: September 27, 2016
Subject: Scheduling of Service Line Inspections

REVISED

Please be advised that the Service Line Inspection scheduling procedure for Little Rock Wastewater (LRW) will be changed Effective October 3, 2016. Beginning on the Effective Date, Appointments will be required for Service Line Inspections, in accordance with the following guidelines:

- Appointments will be available in one-half-hour time slots from 9:00 AM until 4:30 PM on LRW business days, with the last Appointment of the day being the 4:00 PM to 4:30 PM time slot.
- Appointments for new or replacement work can only be secured with payment of the required Inspection Fee.
- Appointments for SSLRP Eligibility Inspections do not require a fee, but they will require a SSLRP Application Form to be completed and on file at LRW.
- Appointments may not overlap; therefore, if a desired Appointment time is already filled, then a different time must be selected by the requester.
- Appointments must normally be scheduled at least one hour in advance; however, it shall be at the discretion of LRW if a shorter notice period will be allowed on a case-by-case basis.
- Two hours minimum notice shall be given for cancellation of an Appointment. Any cancellation with less than the required notice may result in forfeiture of the

Inspection Fee and may require payment of a new Inspection Fee to reschedule the Appointment.

- If a project is not ready for inspection at the time the Inspector arrives on site for the Appointment, then this may result in forfeiture of the Inspection Fee and may require payment of a new Inspection Fee to reschedule the Appointment.
- Reasonable accommodations shall be made within these guidelines to account for inclement weather or Acts of God.

Appointments may be scheduled in person at the LRW Permits Desk or by calling at (501) 688-1420 during business hours. LRW intends to make on-line Appointment scheduling available in the near future.

It is to the Customers' advantage for the requester to schedule Inspection Appointments as early as possible, in order to have the best chance of securing the desired inspection appointment time.

It is our privilege to serve the Customers of Little Rock Wastewater, and we look forward to continued cooperation to ensure the continual improvement of service and value to our Customers.