



**Water Users, LLC**

620 Airplane Drive, Benton, AR 72015 | 501-776-2212

Date: \_\_\_\_\_ Account Number: \_\_\_\_\_

Name: \_\_\_\_\_ Phone #1: (\_\_\_\_\_)\_\_\_\_\_

Spouse's Name: \_\_\_\_\_ Phone #2: (\_\_\_\_\_)\_\_\_\_\_

Business Name: \_\_\_\_\_ Tax ID: \_\_\_\_\_

Service Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Mailing Address (if different from service address):

\_\_\_\_\_

City, State, Zip: \_\_\_\_\_

**Email Address:** \_\_\_\_\_ **Paperless Bill?** YES or NO

DL#: \_\_\_\_\_ Deposit: \_\_\_\_\_  
(office only) (office only)

Receipt #: \_\_\_\_\_ Pre-Service #: \_\_\_\_\_

Employer: \_\_\_\_\_

Spouse's Employer: \_\_\_\_\_

**Do you own the property?** YES or NO



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Dear Member,

Welcome to your association. The following information should answer any questions you have concerning your account.

Your water bill is mailed to you the last working day of the month and payable upon receipt. However, if your bill is not paid by the 15<sup>th</sup> of the month, a 10% penalty on the unpaid balance will be charged to your account and a late notice will be mailed to you.

You will incur a service charge of **\$25** for activation of your meter and for the administrative cost of setting up your account. Additional service charges may be added to your account for the following reasons:

1. Disconnection of service or transfer within the association
2. Reread of the water meter at the customer's request (only if the original reading is correct)
3. Notification of a delinquent bill by door hanger
4. Collection of a delinquent bill
5. Locking or pulling the meter for non-pay of an account
6. Reactivation of the account after all delinquent charges have been paid and service restored\*\*Note: If a serviceman is needed to activate the account after business hours, an after-hours charge of **\$50** will be added.
7. Special handling of returned checks from your bank

**Past due accounts are tracked through Water Users Data Base. If you have an outstanding bill with another water system within the State of Arkansas, service can be refused until the delinquency is satisfied.**

Your meter deposit is held as a security at your association's bank in a restricted account. Your meter deposit will be returned to you upon payment of the final amount due after service is discontinued.

We offer a more convenient way to pay your monthly water bill by allowing you to pay your bill automatically by charging it to your checking or savings account. Ask anyone of the Customer Service Representatives to help you get started today! Feel free to request a form by email at, [waterusers1@gmail.com](mailto:waterusers1@gmail.com).

**You may pay your bill online or by phone at the following:**

855-483-5729

Salem code- 7201511

[Pay.softtelpay.com](http://Pay.softtelpay.com)

SW code- 7201512

Applicant warrants that all plumbing is in good working order and that no water faucets are left open. It is further agreed and understood that if damages to property should result from broken pipes, leaking plumbing, open faucets or other malfunctions or appliances or equipment, when service is connected, that shall be the sole responsibility of the applicant and/or property owner and the Board of Directors shall not in any way be held liable.

I have read the first and final service charge information and have been given a copy of it.

Sign Here: \_\_\_\_\_

*New Account Request (2/2)*