

Southwest Water Users PWA  
620 Airline Drive  
Benton, AR. 72015  
501-776-2212

12/23/2025  
RE: Notice of Water Rate Adjustment

Dear Valued Customer,

We are committed to providing safe, reliable, and high-quality water service to our community. To continue meeting these standards and to remain in compliance with Arkansas State Regulation 605, we must implement an adjustment to our water rates effective February 1, 2026.

Over the past several years our rates have stayed consistent while the costs associated with operating and maintaining our water system have continued to rise. These include increases in the price of treatment chemicals, utilities, equipment, system repairs, and regulatory compliance requirements. Arkansas State Regulation 605 also mandates that water systems maintain sufficient revenue to ensure financial stability and proper system operation. After careful review, it has become clear that an adjustment is necessary to meet these requirements and continue providing dependable service.

The link below will take you to the web site that explains Act 605 and its requirements.

<https://agriculture.arkansas.gov/natural-resources/water-development/oversight-of-retail-water-providers/>

We understand that rate changes can be challenging, and this decision was not made lightly. Our goal is to ensure long-term sustainability of the water system while minimizing impacts on our customers. The updated rates will allow us to maintain service reliability, support needed infrastructure improvements and comply with state regulatory standards.

If you have any questions about the new rates or how they may affect your bill, please visit our website at [www.waterusers.net](http://www.waterusers.net) or contact us at 501-776-2212.

We appreciate your understanding and continued support as we work to maintain a safe and efficient water system for our community.

Sincerely,

Southwest Water Users PWA Board of Directors