Water Users, LLC
501-776-2212



620 Airlane Drive
Benton, AR 72015

New Account Request

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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Member Agreement

Dear Member,

Welcome to Water Users LLC. The following information should answer any questions you have concerning your account.

Our water meters are read each month by a trained member of our organization. Your water bill is mailed to you the last working day of the month and payable upon receipt. Bills must be paid in full each month. **Bills are due on the 20th of each month.** If your bill is not paid in full by the 20th of the month, a **10% penalty** on the unpaid balance will be charged to your account after the 20th and a late notice will be mailed to you. Any past due balance not paid IN FULL by the **10th** of each month is subject to a disconnect for non-payment. (Disconnections are implemented the following day on the 11th of each month.)

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, a **$50** will be added.
7. Special handling of returned checks form your bank

Past due accounts are tracked through the 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.

Make a Payment

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 (ACH). Please visit our website: waterusers.net/payments or ask our Customer Service Representatives to help you get started today! You may also pay your bill online, by phone, in person, or by mail.

- **Online:** You may pay your bill online at **WaterUsers.Net/Payments**
- **Phone:** You may pay your bill by phone by calling SOFTtel: 855-483-5729

Salem Code: 7201511 **Southwest Code: 7201512** **Tull Code: 7201513**

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.

Sign Here:_____