

BILLING CYCLE

1. Meters are read through the 24th of each month.
2. Water bills are mailed the last day of each month.
3. Bills are due by the 15th of each month. If the 15th lands on a weekend or a holiday you will be given the next business day to pay the bill without any late charges.
4. Final notices are mailed on the 16th of each month. If the 16th lands on a weekend or a holiday, the bills will be mailed on the next business day.
5. Final notices will include a 10% late fee plus \$1.00.
6. Shut offs are made on the 25th of each month. If the 25th lands on a weekend or a holiday, the next business day shut offs will be made.
7. A \$25 reconnection fee will be charged when service has been disconnected.

Cabot Waterworks offers leak adjustments, see office for details.

CURRENT PAYMENT OPTIONS

- Customers have the option to make payments by debit or credit card, cash or check in person at the Cabot Waterworks office between the hours of 8:00am and 4:30pm.
- Debit or credit card payments can be made online at www.cabotwaterworks.com or by calling 1-866-815-2974.
- Customers can mail in their check to: PO Box 1287, Cabot, Arkansas; or drop payments off in the Payment Drop Box outside the Cabot Waterworks office.
- Customers can draft online payments to Cabot Waterworks banking institution.

Cabot Waterworks provides reliable services in line with clear and concise customer service. This enables us to provide prompt response time in resolving customer complaints and/or problems.

STATE AND FEDERAL AGENCIES THAT REGULATE CABOT WATERWORKS



Arkansas Department of Environmental Quality: Determine compliance and enforces environmental laws and regulations. They are bound by federal EPA and state laws.



Arkansas Department of Health: Protects the health of Arkansas citizens and visitors for the purpose of ensuring public water systems provide adequate quantities of safe, palatable water and community sewage system disposal.

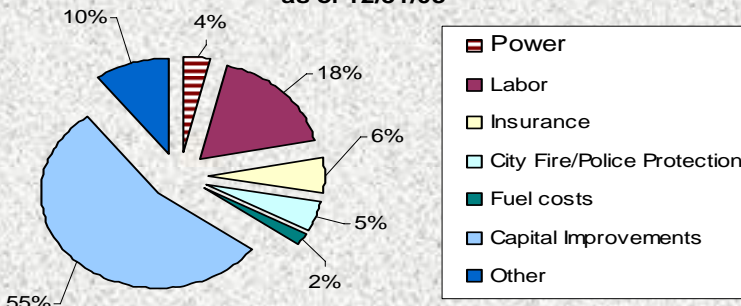


Arkansas Natural Resources Commission: Manage and protect water and land resources for the health, safety and economic benefit of the State of Arkansas.

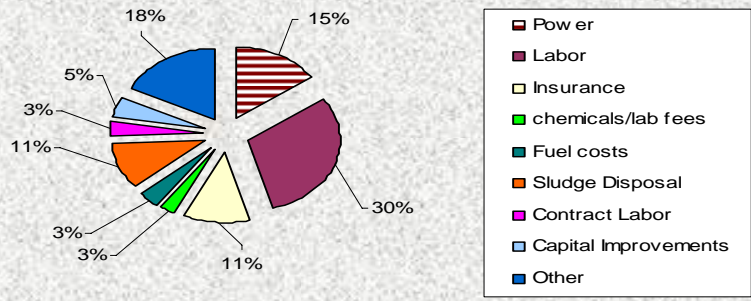
Department of Labor: Enforces labor laws and develops the health, safety and welfare of people to improve working conditions.

WHERE DOES YOUR MONEY GO?

Cabot Waterworks Water Percent of Revenue as of 12/31/08



Cabot Waterworks Wastewater Percent of Revenue as of 12/31/08



Other expense includes: licensing, vehicle/equip. maintenance, property insurance, etc.
Insurance expense includes payroll taxes, health ins. and retirement.

CAPITAL IMPROVEMENTS

Cabot Waterworks is in the process and/or has completed the following capital improvement projects throughout the City.

Major Water Projects:

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|--|--------------|
| NorthBelt Water Transmission Main from CAW to Gravel Ridge | \$18,000,000 |
| Cabot's Water Transmission Main to Gravel Ridge | \$10,400,000 |
| Cabot's 2 Million Gallon Tank & 12" dia. Water Main on Hwy 5 | \$4,200,000 |

Major Wastewater Projects:

| | |
|---|--------------|
| New 6.0 MGD Wastewater Plant | \$15,200,000 |
| New 36" Dia. Sewer Collection Main Through Town | \$1,700,000 |
| New 24" Sewer Force Main and pump Station | \$1,700,000 |

Master Plans are being prepared for deficiencies in water and sewer systems.

GRINDER PUMPS

Cabot Waterworks provides wastewater service to some subdivisions through a Pressure Sewer System that requires a grinder pump to be installed at each house. In an effort to prevent undesirable wastewater service, Cabot Waterworks requires grinder pumps to conform to minimum standards.

The customer, and not Cabot Waterworks, is responsible for any damage to a Grinder Pump or Grinder Pump Station. Do not flush or pour down the drain any of the following items:

- Glass
- Diapers, socks, rags or cloths
- Metal
- Plastic objects (toys, utensils, etc)
- Kitty Litter
- sanitary napkins or tampons
- stones, rocks, etc
- Seafood shells

RESIDENTIAL GREASE PROGRAM

PREVENT SEWER OVERFLOWS AND BACKUPS

- RECYCLE COOKING OIL
- SCRAPE EXCESS FOOD AND WASTE FROM POTS AND PANS AND DISPOSE INTO THE GARBAGE CAN.
- PUT UNUSABLE FATS, OIL AND GREASE IN A SEALED CONTAINER AND DISPOSE INTO THE GARBAGE CAN.
- NEVER POUR OIL OR GREASE DOWN THE DRAIN!

**REPORT SEWER OVERFLOWS AND BLOCKAGES BY CALLING THE ADMINISTRATIVE OFFICE
501-843-4654**

REQUIRED SEWER BACKFLOW PREVENTER

Cabot City Ordinance No. 43 of 2005 requires the installation of a backflow preventer on all wastewater customers. The installation of this simple device will prevent wastewater backflows into homes and businesses and prevents property damage. All Cabot Wastewater customers are required to install a backflow prevention device in their wastewater service line by July 1, 2006. After July 1, 2006, the City will not pay for damage caused by sewer backflows.