



P.O. Box 1287  
Cabot, AR 72023  
501-605-1740

### CUSTOMER INFORMATION

Last Name \_\_\_\_\_ First Name \_\_\_\_\_

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

Mailing Address: \_\_\_\_\_

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

Phone Number: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_ E-mail address: \_\_\_\_\_

SSN: \_\_\_\_\_ SSN B: \_\_\_\_\_

Driver's License: \_\_\_\_\_ Driver's License B: \_\_\_\_\_

**All requests for service must be accompanied by a valid S.S. and D.L. number.**

Are you a: Renter \_\_\_\_\_ or Owner \_\_\_\_\_

Date to Begin Service: \_\_\_\_\_

On date above take the following action (Circle One): Turn ON / Unlock

(Unlock means Cabot Waterworks will unlock the water meter but will not turn on the water.)

Special water turn on instructions: \_\_\_\_\_

List all adults living at this address: \_\_\_\_\_

Place of Employment: \_\_\_\_\_

**Is it OK to turn water "on" if customer is not present? (Circle One) Yes / No**

**Cabot Waterworks will not be responsible for water damage to your property.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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#### OFFICE USE ONLY

WUDB: \_\_\_\_\_ Equifax: \_\_\_\_\_

Certificate of Deposit #: \_\_\_\_\_ Account #: \_\_\_\_\_ Clerk: \_\_\_\_\_

Check Number: \_\_\_\_\_ Date Entered Into System: \_\_\_\_\_



One City Plaza, Suite B  
P.O. BOX 1287  
Cabot, Arkansas 72023  
Phone 501 843-4654  
Fax 501-605-1743

## **Cabot WaterWorks Customer Service Agreement**

Customer requests services at the address indicated below and agrees to pay a DEPOSIT as required on each account per the rate ordinance. The services provided pursuant to this Agreement shall continue until cancelled by Cabot WaterWorks or until Customer notifies Cabot WaterWorks billing office of Customer's desire to have such services discontinued.

Customer agrees to abide by Cabot WaterWorks' published policies, rules and regulations governing the consumption of water and disposal of wastewater. Customer further agrees to accept water service at the pressure and quantity available from Cabot WaterWorks' mains and service lines without claim for damages because of pressure or stoppage of flow. Customer further agrees that water or wastewater services supplied through the lines supplying this address shall be used only on the premises in accordance with the law. No water shall be sold by Customer or allowed to be taken through the meter servicing this premises for use on any other premises and no wastewater from another premises shall be deposited into the Cabot WaterWorks system through this premises.

Customer acknowledges that Cabot WaterWorks bills for water, wastewater and sanitation service on the last business day of the month. Bills are due the 15<sup>th</sup> of each month unless the 15<sup>th</sup> falls on a weekend or official Cabot WaterWorks Holiday in which the due date shall be the next business day. **Customer shall be responsible for the timely payment of each monthly bill whether it is actually received or not.** If Customer has not received a bill by the 5<sup>th</sup> day of any month, Customer should call the Billing Office at 501-843-4654 and request a replacement bill and the amount currently due by the Customer so the bill can be paid in a timely manner. Customer bills not paid by the close of business on the 15<sup>th</sup> day of the month, the Due Date, will be assessed a 10% penalty and a \$1.00 rebilling fee. Customer bills not paid by the close of business on the 25<sup>th</sup> day of the month, the Cut-off Date, will be assessed a re-connect fee and the meter will be disconnected or locked off. The re-connect fee during regular business hours is \$25.00, after regular business hours the fee is \$50.00. All past due amounts plus penalties and fees must be paid before water service will be restored.

After Customer notifies Cabot WaterWorks of Customer's desire to discontinue service, Cabot WaterWorks will prepare and send Customer a final bill. Customer should pay the final bill within five (5) days from the date it is mailed by Cabot WaterWorks. If Customer should fail to make such final payment in a timely manner, Customer's deposit shall be applied against the final bill and service shall be discontinued at any new account opened by Customer until the deposit has been restored to the required amount. Deposits remaining on the books of Cabot WaterWorks, shall be refunded to Customer by mail within sixty days; except, refunds for less than \$1.00. This Customer will have to come to the Billing Office within sixty days of closing the account to pick up the refund or the remaining deposit shall become the property of Cabot WaterWorks.

In addition to the above, Customer agrees:

- To permit Cabot WaterWorks, its agents and employees, to enter the service location at all reasonable times for the purposes necessary to render water and wastewater services, including the repair of any water or wastewater lines belonging to Cabot WaterWorks on the property served pursuant to this Agreement;
- To make certain that the water meters and/or equipment are readily accessible to Cabot WaterWorks and that no barriers, animals or obstructions prevent access thereto;
- That Cabot WaterWorks has the right to inspect Customer's plumbing for cross connections and other hazards;

(front)

- That Cabot WaterWorks may, without notice, shut off, limit and/or curtail water or wastewater services, as applicable, due to water and/or delivery or treatment, capacity or scarcity, repair or maintenance, or emergency;
- To accept responsibility for and be liable to Cabot WaterWorks for any damages caused to Cabot WaterWorks' equipment including, but not limited to; meter/meter boxes, grinder pump, grinder pump service lines and boxes, lines, or systems not caused by Cabot WaterWorks, including, but not limited to, damages caused by the disposal of any harmful liquids or other waste in violation of the Cabot WaterWorks' policies or applicable laws; and
- TO PAY ALL COSTS, INCLUDING REASONABLE ATTORNEY'S FEES, INCURRED BY CABOT WATERWORKS THROUGH ITS EFFORTS TO COLLECT ANY DELINQUENT CHARGE OR ACCOUNT AND/OR ENFORCE THIS AGREEMENT.
- Customer is responsible for any blockage that occurs in the customer's sanitary sewer service line. The customer's sanitary sewer service line begins at the connection to the Cabot WaterWorks' sanitary sewer main, regardless of whether such connection is on the customer's property, within the public right-of-way, or on adjacent property.
- Customer acknowledges that draining storm water or roof drains into a sanitary sewer service line is prohibited. The sanitary sewer is not designed to handle storm water drainage.

In addition, Customer agrees that if Customer has more than one open account in Customer's name, Cabot WaterWorks may transfer any unpaid amount from one account to any other open account of Customer.

The person signing this Agreement on behalf of Customer represents and warrants to Cabot WaterWorks that Customer is:

1. a Church or other religious entity;
2. a not-for profit corporation;
3. a state or local governmental entity; or
4. a corporation or other business entity in good standing with the Arkansas Secretary of State with:
  - a. annual revenues of more than \$5,000,000, or
  - b. more than 5 unrelated owners.

Customer questions regarding Trash pickup, please call Cabot Public Works at 1-501-843-4819.

Cabot WaterWorks offers extended due dates for water bills, contact our office for details.

Sign up for automatic bank drafts and you never pay late fees.

**If Applicable, Customer received a copy of Cabot WaterWorks' "Grinder Pump User Guide"**

**If customer does not plan to use water for more than 30 days, they may contact Cabot WaterWorks offices to voluntarily disconnect the meter to forgo monthly minimum bill. Customers will be required to pay a \$25.00 reconnect fee when service is restored.**

Name of Customer: \_\_\_\_\_

\_\_\_\_\_  
Signature of Customer or Authorized Person

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

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Alternate Phone

(back)