

CHEROKEE VILLAGE WATERWORKS
PO BOX 600, CHEROKEE VILLAGE, AR 72525
LOCATED AT: #8 STEVE A ROSE TRAIL
PHONE: 870-257-3508 FAX: 870-257-5552
cvwaterworks.com

SERVICE ID #
RECEIPT #

REQUEST FOR SERVICE

SERVICE ADDRESS: _____
SPRINKLERS SYSTEM YES OR NO

OWNER'S INFORMATION **DEPOSIT:** _____ **NON -REFUNDABLE SERVICE/TRANS FEE:** _____
NAME: _____
MAILING ADDRESS: _____

PHONE HOME: _____ (CELL) _____
E-MAIL ADDRESS: _____ EBILL: _____
SSI NUMBER: _____
DL NUMBER: _____

Homeowners are responsible for all unpaid balances on their rental accounts left by tenants.

RENTER'S INFORMATION **DEPOSIT:** _____ **NON-REFUNDABLE SERVICE/TRANS FEE:** _____
NAME: _____
MAILING ADDRESS: _____

PHONE HOME: _____ (CELL) _____
E-MAIL ADDRESS: _____ EBILL: _____
SSI NUMBER: _____
DL NUMBER: _____
DATE PREMISE TO BE OCCUPIED: _____
LIST ALL ADULTS 18 OR OLDER LIVING AT THIS ADDRESS: _____

PREVIOUS ADDRESS & PREVIOUS WATER UTILITY COMPANY - ACT 769 OF 2003

Is it OK to turn water "on" if customer is not present? (Circle One) YES / NO

Special Instruction: _____

Cherokee Village Waterworks will not be responsible for water damage to your property.

HOMEOWNER: _____ DATE: _____
TENANT: _____ DATE: _____
PROPERTY MANAGER: _____ DATE: _____

OPTIONAL: RACIAL OR ETHNIC DATA FOR FEDERAL REPORTING REQUIREMENTS

GENDER: ___ MALE ___ FEMALE

ETHNIC DATA: ___ HISPANIC OR LATINO ___ NOT HISPANIC OR LATINO

RACIAL DATA: ___ AMERICAN INDIAN OR ALASKA NATIVE ___ ASIAN ___ WHITE
___ NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER ___ BLACK OR AFRICAN AMERICAN

UTILITY RELEASE

I hereby authorize any utility company (electric, gas, water, sewer, etc.) to supply upon request to Cherokee Village Waterworks all pertinent information concerning the above listed address and individuals. This information may be needed to verify and confirm information supplied by the above tenants. **A picture I.D. is required and the recorded deed for ownership of the property** before service can be connected. If rental property a **photo I.D.** is still required.

I certify that the above information is correct and I also verify that I do not owe any outstanding water or sewer bills to Cherokee Village Waterworks or other utility company. I realize that any incorrect or misrepresented information could be considered fraud and could result in subsequent disconnection of water service.

RECONNECT & SERVICE FEES

Collection Fee \$25.00

Reconnect Fee \$50.00

After Hours Turn On Fee \$75.00

Return check or ACH fee \$30.00

Service Call Fee Per Trip (8:00 am – 4:00 pm) \$25.00

After Hours Fee Per Trip (After 4:00 pm & weekends) \$75.00

Failure to receive bills in no way exempts customer from payment of bill. For your convenience we offer automatic bank draft.

CURRENT RATES

Monthly Customer Charge (Minimum Service Charge): \$19.61

Water: \$9.01 per 1,000 Gallons

Safe/Pure Drinking Water Act Fee .40

Rates are subject to change and notification will be printed on your bill.

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CHEROKEE VILLAGE WATERWORKS CUSTOMER SERVICE AGREEMENT

Customer requests service at the address listed below and agrees to pay a DEPOSIT as required on each account they request service. The service provided pursuant to this Agreement will continue until cancelled by Cherokee Village Waterworks or until the customer notifies Cherokee Village Waterworks billing office to have service discontinued.

Customer agrees to abide by the ADH policies, Arkansas Plumbing Code Standards and Cherokee Village Waterwork's, rules and regulations governing the consumption and use of water. Customer also agrees to accept water service at the pressure and quantity available from Cherokee Village Waterworks' mains and service lines without claim for damages because of pressure changes or stoppage of flow. Customer agrees that water supplied through the lines supplying this address shall be used only on the premises in accordance to the law. No water shall be sold by customer or allowed to be taken through the meter of this premise for use on at another premise.

Cherokee Village Waterworks begins reading meters on or near the 10th of each month. All bills are mailed by the 24th of the month. Bills are due upon receipt. **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 5th day of any month, you should call the billing office at 870-257-3508 and request a replacement bill. Bills not paid by the close of business (4:00 pm) on the 10th will be assessed a 10% penalty. If the 10th falls on a weekend or holiday the penalty will be imposed the next business day. Bills not paid are considered delinquent and scheduled for shutoff on the 30th. Once the service is disconnected all past due amounts, penalties and fees must be paid before water service will be restored.

When customer notifies the Cherokee Village Waterworks billing office the desire to disconnect service, we will read the meter and prepare a final bill. Customer's deposit shall be applied against the final bill. It is the customer's responsibility to notify Cherokee Village Waterworks of their forwarding address to ensure the customer receives their security deposit refund. Failure to receive or pickup customer refund after one year will be sent to the State as unclaimed property.

In addition to the above, customer agrees to:

Permit Cherokee Village Waterworks, its agents and employees, to enter the service location at all reasonable times for the purpose necessary to render water services. This includes the repair of any water lines belonging to Cherokee Village Waterworks on the property pursuant to this Agreement. Grant Cherokee Village Waterworks easement under or across any real property bounding the planned service line to provide water and maintain service to said property.

To make certain that water meters and or equipment are accessible at all times to Cherokee Village Waterworks and that no barriers, animals, flowers, brush or other objects prevent access.

That Cherokee Village Waterworks may, without notice, shutoff, limit and/or curtail water 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 Cherokee Village Waterworks for any damage caused to Cherokee Village Waterworks equipment including, but not limited to meter, meter boxes, service lines and/or fire hydrants.

It is the customer's responsibility and liability for all water that goes through the meter for water usage including water usage caused by but not limited to leaks from toilets, frozen busted pipes or water lines, leaking faucets, water heater and water softeners. **Locate the shutoff valve to your home before an emergency arises.** If you do not have one you may want to have one installed. Service call fees will be applied to your bill if a technician comes out to turn the water off or back on. All plumbing must meet the Arkansas State Plumbing Code.

TO PAY ALL COSTS, INCLUDING REASONABLE ATTORNEY'S FEES, INCURRED BY CHEROKEE VILLAGE WATERWORKS THROUGH EFFORTS TO COLLECT ANY DELINQUENT CHARGE OR ACCOUNT AND/OR ENFORCE THIS AGREEMENT.

Customer and the individual signing for customer, including but not limited to any person signing on behalf of the customer that is a corporation, LLC, partnership, or any other business entity created under the laws of this state or any other state or government, agree to be jointly and severally liable for payment of water, costs and obligations at any time due to owing on the account. In addition, if customer, or the individual signing for customer, has more than one open account, either in the customer's name or in the name of the individual signing for the customer, Cherokee Village Waterworks may transfer any unpaid amount from one account to any other open account of the customer or individual signing for the customer.

If customer does not plan to use water for more than 30 days, they may contact Cherokee Village Waterworks office to voluntarily disconnect the meter to forgo monthly minimum bill. Customers will be required to pay a reconnect fee to have service restored.

Signature of customer or authorized person
who agrees to be liable for all charges, costs,
and other obligations at the time due and owing on the account.

Service Address

