



Austin Water Works

501-941-2648 / Afterhours 501-843-7856
Monday-Friday 8:00 A.M. – 5:00 P.M.

Application for Water and/or Sewer Services

Date _____

Date of Birth _____

Applicant's Name _____

Service Address _____

Mailing Address _____

Telephone #1 _____

Telephone #2 _____

SSN _____

Driver's License # _____

New Construction Yes _____ No _____

Place of Employment _____

Paperless Billing Yes _____ No _____

Email _____

Auto Draft Yes _____ No _____

It is Austin Water Department's desire to serve all customers equally. This is to inform you of our policies regarding customer service and to provide you with billing information. New customer fees are required before services can be turned on. New customers are charged a **\$125.00 nonrefundable fee**. Water bills are mailed on the 1st of each month, due by the 15th and late on the 16th or later. There is a **10%** penalty charged on all late payments. **Austin Water Department reserves the right to disconnect service if payment is not received by the 25th of each month and payment arrangements have not been made.**

Payment arrangements: If I do not fulfill this arrangement, I will no longer be eligible for future payment arrangements and my water service will be disconnected. In the event that this should occur, I agree to pay my bill in full before the restoration of water service.

Any customer leaving with unpaid balances will be sent final notification. Failure to pay this balance will be processed to the fullest extent of Arkansas State Law. Please Initial _____

I, _____, have read, understand and agree to the above water user's agreement.

Applicant assumes all responsibility for water usage, and/or damage upon service connection. Applicant warrants that all plumbing is in good working order and no water faucets, inside or out, are left open. It is further understood that all damages to property resulting from broken pipes, leaking plumbing, or open faucets, shall be the sole responsibility of applicant. **APPLICANT MUST BE ON PREMISES BEFORE WATER CAN BE TURNED ON. IF NO ONE IS PRESENT WHEN FIELD OPERATOR ARRIVES, HIS IS ONLY ALLOWED TO UNLOCK THE WATER METER.** Arrangements between renters and property owners have no bearing on responsibility for the water bill. Customer should notify Austin Water Department upon leaving to ensure an accurate final reading.

Trash collection is on Tuesday or Wednesday depending on address. Trash must be placed roadside by 7:00 a.m. to ensure collection. Household appliances and furniture are not accepted, these items must be disposed of as you see fit.

Service Charges: Shut off warning – **\$5.00**
Disconnection for non-payment – **\$20.00**
Reconnect fee - **\$20.00**

Monthly Residential Rates:

City Water

\$17.75 for first 1000 gallons
\$6.75 per 1000 gallons for the next 3000
\$5.50 per each 1000 gallons above 4000

Sewer

\$18.50 for first 1000 gallons
\$5.99 for each 1000 gallons after
\$4.00 per 1000 after 10000 usage

Sewer charges are based off the gallons of water used per month.

Monthly Residential Rates:

Rural Water

\$25.25 for fist 1000 gallons
\$6.75 per 1000 gallons for the next 3000
\$5.50 per each 1000 gallons above 4000

Secondary Water Meter

Garden/Irrigation (boring is not included)

\$800.00 inside city limits
\$1200.00 outside city limits

LWPWA Fee \$5.00

Postage/Handling Fee \$.75 **EPA Fee \$.40**

Garbage \$12.86 plus tax

2nd Garbage Can 8.76

You are invited to attend our city council meetings, which are held the 4th Monday of each month, at 7:00 p.m., here at City Hall. This is the forum to share your questions, concerns, and suggestions Community Auxiliary would also like to invite you to join. Meetings are held the 1st Tuesday of each month, here at City Hall, at 7:00 p.m. Please feel free to attend. These are open to all residents.

This institution is an equal opportunity provider.