CITY OF HELENA – WEST HELENA
MUNICIPAL WATER & SEWER
702 Cherry Street ~ Helena, Arkansas 72342 ~ (870)817-7460
www.hwhwater.com

HELENA-WEST HELENA WATER UTILITIES

CUSTOMER SERVICE AGREEMENT

SERVICE ADDRESS: _____

_____

BILLING ADDRESS: _____

_____

RENTER: _____ **OWNER:** _____

RESIDENTAL: _____ **COMMERCIAL:** _____

LANDLORD

NAME: _____

LANDLORD

PHONE: _____

SERVICE DATE: _____

CUSTOMER NAME:

NAME: _____ SSN#: _____

PHONE: _____ EMPLOYER: _____

EMPLOYER PHONE: _____ DOB: _____

DL/STATE ID#: _____ EMAIL: _____

EMERGENCY CONTACT:

NAME: _____ ADDRESS: _____

PHONE: _____

X _____

CUSTOMER SIGNATURE

HELENA-WEST HELENA WATER & SEWER WATER DEPARTMENT

PLEASE NOTE THE FOLLOWING INFORMATION:

- SANITATION DEPARTMENT -CALL THE FOLLOWING NUMBER FOR A SANITATION CART 870-572-5665.
- WATER DEPARTMENT OFFICE PHONE NUMBER IS 870-817-7460.
- **CUSTOMERS WILL NOT BE ALLOWED EXTENSION ON ACCTOUNT**
- WATER BILLS ARE MAILED ON THE 30TH OR 31ST DAY OF THE MONTH. IF IT FALLS ON A WEEKEND THEY WILL BE MAILED ON THE FRIDAY BEFORE. THEY ARE DUE IN THE OFFICE BY THE 15TH OF EACH MONTH. IF THE 15TH FALL ON THE WEEKEND BILL IS DUE THE FOLLOWING MONDAY.
- A $15.00 DISCONNECTION NOTICE FEE WILL BE CHARGED ON ALL SECOND NOTICE.
- THERE IS A $100.00 METER TAMPERING CHARGE FOR ALL RESIDENTAL CUSTOMERS.

A DROP BOX IS PROVIDED FOR PAYMENTS. IT IS LOCATED AT THE FRONT DOOR OF THE WATER COMPANY

YOU ARE RESPONSIBLE FOR THE BILL WHETHER YOU RECEIVE IT OR NOT. IF YOU HAVE NOT RECEIVED YOUR BILL BY THE 5TH OF THE MONTH CALL 870-817-7460 AND WE CAN TELL YOU THE AMOUNT DUE. LATE BILLS ARE CHARGED A 10% LATE FEE. THE 10% LATE FEE IS AUTOMATICALLY CALCULATED AT MIDNIGHT ON THE 15TH OF EACH MONTH.

A $50.00 RECONNECT FEE WILL BE CHARGED FOR ALL SERVICES THAT ARE DISCONNECTED.

I HAVE RECEIVED AND READ THE ABOVE INFORMANTION.

X _____

CUSTOMER SIGNATURE

X_____

WITNESS SIGNATURE

TO SET UP NEW SERVICE YOU WILL NEED

1. A CURRENT PHOTO ID
2. SOCIAL SECURITY CARD OR LEGAL DOCUMENT WITH SS NUMBER
3. PROOF OF RESIDENCE: LEASE OR DEED

METER DEPOSITS:

• HOMEOWNERS:	**$150.00**
• RENTERS:	**$175.00**
• LANDLORDS:	**$200.00**
• COMMERCIAL PROPERTY:	**$250.00**
• FIRE HYDRANT METER:	**$500.00**

MISCELLANEOUS FEES:

• SERVICE CHARGE (NEXT DAY):	**$25.00**
• SERVICE CHARGE (SAME DAY):	**$40.00**
• NEW CUSTOMER FEE:	**$15.00**
• LATE FEE (% OF BILL AMOUNT):	**10%**
• SAFE WATER ACT:	**$0.40**
• WATER PROVIDER ASSESSMENT FEE:	**$1.50**
• TRANSFER FEE:	**$25.00**
• RETURNED CHECK FEE:	**$35.00**
• METER TAMPERING (RESIDENTIAL/IRRIGATION)	**$100.00**
• METER TAMPERING (CONTRACTOR/COMMERCIAL INDUSTRIAL)	**$500.00**
• LOCK-BROKEN OFF MISSING	**$115.00**
• STOLEN METER	**$80.00**

DISCONNECT FOR NON-PAYMENT:

• DISCONNECTION NOTICE FEE:	**$15.00**
• COLLECTION VISIT:	**$30.00**
• DISCONNECT/RECONNECT FEE:	**$50.00**
• SECOND DISCONNECT/RECONNECT WITHIN 12 MONTHS:	**$100.00**
• ADDITIONAL AFTER HOURS DISCONNECT/RECONNECT FEE:	**$100.00**

SOMEONE MUST BE AT THE RESIDENCE WHEN THEN WATER IS TURNED ON. IF YOU MISS THE APPOINTMENT TIME THERE WILL BE $25.00 FEE TO COME BACK.