

P.O. Box 0000
City, State, Zip

Account No
00000000



Service Address
123 STREET NAME

| | |
|------------------|-----------|
| Bill Date | 2/2/2022 |
| Previous Balance | \$115.58 |
| Current Charges | \$109.32 |
| Total Amount Due | \$224.90 |
| Payment Due Date | 2/24/2022 |

General Questions: 501.372.5161
For Customer Service information, please see the reverse side.

Class: RESIDENTIAL

| Meter | Size | Prior Read | Date | Current Read | Date | CCF | Gallons | Description | Days |
|--------|------------|------------|------------|--------------|-----------|-----|---------|-------------|------|
| 000000 | 5/8" Meter | 97 | 12/28/2021 | 107 | 1/26/2022 | 10 | 7,480 | Water | 29 |

BILLING DETAILS

| | |
|------------------------------|-----------------|
| Previous Billing | 213.31 |
| Payment 01/06/22 - Thank You | -103.99 |
| Late Payment Charge | 6.26 |
| Previous Balance Due | \$115.58 |

Central Arkansas Water

| | |
|------------------------------|----------------|
| Water Charges | 34.85 |
| Watershed Protection Fee | 0.90 |
| Sales Tax | 2.68 |
| Fed. Safe Drinking Water Act | 0.40 |
| Total Use Charges: | \$38.83 |

Little Rock Water Reclamation Authority

| | |
|--|----------------|
| Monthly Charges (3 = Average Winter Consumption) | 41.07 |
| Service Line Replacement Fee | 1.00 |
| Total Use Charges: | \$42.07 |

Pulaski County Sanitation

| | |
|---------------------------|----------------|
| Monthly Charges | 25.02 |
| Sales Tax | 1.88 |
| Total Use Charges: | \$26.90 |

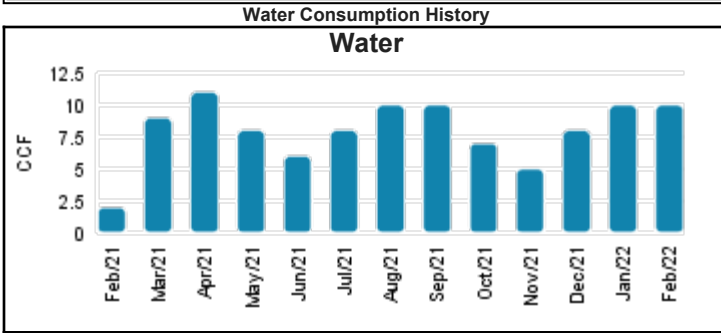
Billing Services

| | |
|---------------------------|---------------|
| Billing Services Fee | 1.92 |
| Paperless Discount | -0.50 |
| Sales Tax | 0.10 |
| Total Use Charges: | \$1.52 |

Total Current Charges \$109.32

Total Amount Due \$224.90

Previous Balance Must be Paid to Avoid Service Interruption!



PAYMENT OPTIONS - Are you looking for FEE-FREE ways to pay? Visit carkw.com/paymentoptions. You may also use our online map to search for convenient remote payment locations near you.



Go Paperless at myaccount.carkw.com

Please detach and return stub with your check made payable to "UBS". Thank You!

You can also make payments online at: <http://myaccount.carkw.com/>



Account No: 00000000

Service Address: 123 STREET NAME

Customer Service: 501.372.5161

For Customer Service Information, please see the reverse side

Payment Due By: Feb 24, 2022

Notice: Previous Balance Due Immediately

Previous Balance Must be Paid to Avoid Service Interruption

TOTAL AMOUNT DUE: \$224.90

AFTER DUE DATE: \$231.16

FIRST LAST NAME

P O BOX 0000

CITY, STATE ZIP

Amount Remitted \$

0000200413342

00000224907

CONTACT US (AREA CODE 501)

Mail Payments To:
Utility Billing Services
P.O. Box 8100, Little Rock, AR 72203-8100
Mail Other Correspondence To:
P.O. Box 1789, Little Rock, AR 72203-1789
Utility Billing Services For all General Billing Questions
Customer Service/Billing
Customer Service (Toll Free)
Customer Service Fax

372-5161
855-742-0309
377-1205

Central Arkansas Water

After-hour Emergencies
Customer Service
Breaks and Leaks on Water Mains
Public Affairs
Job Line
Arkansas One-Call Center (Call Before You Dig)
New Connections
TTY/TDD (Service for Hearing-impaired)
Water Quality Concerns
Customer Service Fax
Web Site
E-mail

377-1239
372-5161
223-1550
377-1229
377-1335
1-800-482-8998
377-1202
711
223-1574
377-1205
www.carkw.com
customerservice@carkw.com

Little Rock Water Reclamation Authority

Emergencies and Sewer Overflows (24 hours)
Permits / Locate Sewer Lines (Sewer Only)
Customer Assistance - Questions/Problems
TTY/TDD (Service for Hearing-impaired)
Web Site
Billing Questions

376-2903
223-1509
688-1420
688-1490
711
www.lrwra.com
372-5161
851-2812

Maumelle Sanitation

North Little Rock Waste Water Utility

Customer Service/Billing Questions
Emergencies (24 hours)
Permits & Locate Sewer Lines (Sewer Only)
North Little Rock District Sewer Trouble Calls
Runyan Acres District Sewer Trouble Calls
Gravel Ridge District Sewer Trouble Calls
E-mail

945-7186
945-7186
945-7186
945-7186
834-0473
690-3490
nlrwu@nlrwu.com

North Little Rock Sanitation

Pulaski County Sanitation Department (County Garbage)

Email

Recycling Information: LRecycles.org

Sherwood Wastewater Utility

Emergencies (24 hours)
Locate Sewer Lines (Sewer Only)

Sherwood Sanitation

210-7500
pcsanitationbilling@pulaskicounty.net
311
833-4418
835-4753
835-3288

CYCLE BILLING

Your monthly billing period is from the date of the "prior meter read" to the date of the "current meter read." The number of days between the two readings is shown in the "Days" column.

ABBREVIATIONS

EST -Estimated Meter Reading

UBS -Utility Billing Services is the collective name under which the utility service providers bill each month.

CCF 100 Cubic Feet.

1 CCF = approximately 750 gallons.

TERMS AND CONDITIONS OF WATER SERVICE

Customer agrees to accept water service subject to applicable rates, rules and regulations. Customer accepts service at whatever pressure and quantity may exist without liability on the part of CAW for damages due to high or low pressure or stoppage of flow.

Customer agrees to pay any bill on or before the due date. CAW reserves the right to apply any deposit against a final bill and deny service until all remaining charges have been satisfied; further, customer's unpaid bill can be transferred to another active account providing service to that customer.

Customer further agrees that water supplied through the service line supplying the premise shall be used only on the premises and for the purposes as defined by customer class. No water shall be sold by the customer nor allowed to be taken through the service for use on any other premise.

Customer further agrees that the customer may only recoup payments made by the customer for erroneous charges during the twelve months that precede the date on which CAW receives a claim by the customer for refund by CAW of payments made by the customer for erroneous charges.

GENERAL INFORMATION

Business Hours for Customer Service at 221 East Capitol Avenue in Little Rock are 7:30 a.m. - 5:00 p.m. Monday through Thursday and 8:00 a.m. - 4:30 p.m. on Friday.

A Drive up Window at 221 East Capitol Avenue in Little Rock is open 7:30 a.m. - 5:00 p.m. Monday through Thursday and 7:30 a.m. - 4:30 p.m. on Friday.

For your convenience, we have Night Deposit Boxes available 24 hours a day at our downtown location at 221 East Capitol Avenue. The boxes are opened at 7:30 a.m. Monday through Friday. Payments dropped in the boxes after 7:30 a.m. or on weekends will be posted the next business day.

RECONNECT INFORMATION/OTHER SERVICES

A delinquent account may result in the disconnection of service. When service is disconnected, the total amount overdue plus all applicable service charges must be paid before service is restored.

If the overdue payment and additional \$80 restoral fee is received prior to 7 p.m., service will be restored on the same business day. If the payment is received after 7 p.m., service will be restored on the next business day.

If a next business day restoral is desired, please contact our Customer Service Department during our normal business hours to make this request for a reduced restoral fee of \$40

For emergency reconnects after 7 p.m., please contact our After-Hours dispatcher at 501.377.1239.

Please note that the overdue payment and a \$120 restoral fee will be required to qualify for the after-hours reconnect.

An account disconnected for non-payment will be deactivated after seven days if sufficient payment is not received for reconnection. Additional service charges will apply to the restoration of service for any account that has been deactivated for non-payment. Fees are subject to change.

RETURNED PAYMENT CHARGES

There is a \$25 service fee for payments returned for any reason. If two payments are returned within a 12-month period, the account will be restricted to Cash Only for the next 12 months. The \$25 fee, in addition to all past due charges, will need to be paid within seven days of the returned payment to avoid service disruption.

DEPOSIT INFORMATION

Absent a poor credit history, the deposit could be included on the first month's bill. If billed, deposits should be paid within 21 days of account activation. Deposits will be charged based on the number of metered services on the account. Service will be disconnected without further notice if the deposit payment is not received. If service is ever disconnected for non-payment, an additional deposit of \$15 will be billed upon reconnection of service. This penalty deposit will be assessed each time service is disconnected until your deposit total reaches 2.5 times your average bill total charges

WATERSHED PROTECTION FEE

A monthly fee that funds the Watershed Management Program to protect our drinking water supply.

CONSERVATION RATE DISCOUNT

A 15% discount applicable to inside-city Little Rock and inside-city North Little Rock residential customers who use 1, 2 or 3 CCF (2,250 gallons) of water per month (1 CCF = approx. 750 gallons).

FEDERAL SAFE DRINKING WATER ACT FEE

A pass-through fee by the Arkansas Department of Health for the funding of federal regulatory and compliance oversight under the State of Arkansas' Drinking Water Program.

FRANCHISE FEES

10% applies to water and wastewater customers inside city limits of Little Rock.

6.9% applies to water and wastewater customers inside the city limits of North Little Rock.

4.25% applies to water and wastewater customers inside the city limits of Maumelle.

4.25% applies to water customers inside the city limits of Sherwood.

SEWER SERVICE LINE REPLACEMENT FEE

A monthly fee to Little Rock residential customers with a 5/8 or 3/4 inch meter to fund Little Rock Water Reclamation Authority's Sewer Service Line Replacement Program.

BILLING SERVICES FEE

A monthly fee to fund the replacement and maintenance of the customer information and billing system that serves water, wastewater and sanitation accounts.

SALES TAXES

Water and sanitation/refuse charges are subject to applicable state, county, and city sales taxes.

OTHER PAYMENT OPTIONS - ONLY FOR NON-DELINQUENT ACCOUNTS

FREE Automatic Bank Draft -You may authorize your financial institution to deduct your monthly payment from your checking or savings account. This program is a convenient fee-free method of paying your monthly bill. Sign up and manage this convenient service at myaccount.carkw.com.

One-Time Automated Payments - Pay your bill fee-free with a Checking Account through the Paymentus automated system at 1-855-742-0309, select option #2. You may also make payments using a Credit/Debit Card; however, a \$2.49 third-party convenience fee will apply.

Internet - Visit myaccount.carkw.com to manage your account anytime day or night. Elect Paperless Billing for instant monthly savings.

Quick Pay Connection - A network of businesses accepting non-delinquent payments for Utility Billing Services. These convenient locations place the bill payment process closer to your home or business. For more information, contact our Customer Service Center at (501) 372-5161 or log onto www.carkw.com. Payments made at a location other than 221 East Capitol Avenue will experience a delay in posting to your account.