

**Office Use Only:**

CONCORD SEWER \_\_\_\_\_ PRIVATE SEWER (SEPTIC) \_\_\_\_\_

ACCT # \_\_\_\_\_

MXU: \_\_\_\_\_ METER# \_\_\_\_\_

BEGINNING READ: \_\_\_\_\_

## Concord Water & Sewer Public Facilities Board

5825 Alma Hwy/ P.O. Box 622  
Van Buren, AR 72957  
479-471-8464  
concordwaterandsewer.com

### CONCORD WATER & SEWER USERS NEW SERVICE APPLICATION

To get service connected in your name we require:

- Government issued photo ID
- \$105.00 Deposit & \$15.00 Service Fee = \$120.00 total (check or money order) CK # \_\_\_\_\_
- Renters or lessees must provide a lease agreement or proof of lease.

**TYPE OF SERVICE:**

Residential \_\_\_\_\_ Commercial \_\_\_\_\_ Industrial \_\_\_\_\_ Church/School \_\_\_\_\_ Other \_\_\_\_\_

Date Service Required: \_\_\_\_\_

TYPE OF BUSINESS (For Commercial/Industrial) \_\_\_\_\_

OWN \_\_\_\_\_ RENT/LEASE \_\_\_\_\_ (Renters or lessees must provide a lease agreement or proof of lease.)

**SERVICE ADDRESS:**

\_\_\_\_\_  
CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

**MAILING ADDRESS: (if different from above)**

\_\_\_\_\_  
CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

**PREVIOUS ADDRESS:**

\_\_\_\_\_  
CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

BUSINESS NAME: (if applicable) \_\_\_\_\_ TAX ID#: \_\_\_\_\_

\_\_\_\_\_  
APPLICANT: LAST NAME

\_\_\_\_\_  
FIRST NAME

\_\_\_\_\_  
M. I.

\_\_\_\_\_  
SS#

\_\_\_\_\_  
PHONE #

\_\_\_\_\_  
EMAIL ADDRESS

TEXT ALERTS: YES \_\_\_\_\_ NO \_\_\_\_\_

\_\_\_\_\_  
CO-APPLICANT: LAST NAME

\_\_\_\_\_  
FIRST NAME

\_\_\_\_\_  
M. I.

\_\_\_\_\_  
SS#

\_\_\_\_\_  
PHONE #

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**CONCORD WATER & SEWER P.F.B.  
OF CRAWFORD COUNTY, ARKANSAS  
WATER USERS' AGREEMENT  
(Prospective Customer)**

THIS AGREEMENT ENTERED INTO BETWEEN THE CONCORD WATER & SEWER P.F.B., A NON-PROFIT CORPORATION, HEREINAFTER CALLED THE "BOARD," AND \_\_\_\_\_, CUSTOMER OF THE BOARD, HEREINAFTER CALLED "CUSTOMER".

**WITNESSETH:**

Whereas the CUSTOMER desires to purchase water from the BOARD and to enter into a water user's agreement as required by the BYLAWS of the BOARD.

Now therefore, in consideration of the mutual covenants, promises, and agreements herein contained, hereby understood, and agreed by the parties hereto as follows:

The BOARD shall furnish, subject to the limitations set out in its bylaws and rules and regulations now in force or as hereafter amended, such quantity of water as a CUSTOMER may desire in connection with the CUSTOMER'S occupancy.

The BOARD shall install and maintain at its own expense a Fire Hydrant meter with RPZ (Back flow preventor) to the dwelling or place of use, provided the BOARD has determined in advance that the system is of sufficient capacity to permit delivery of water at that point.

The CUSTOMER agrees to comply with and be bound by the articles, bylaws, rules, and regulations of the BOARD, now in force, or as hereafter duly and legally supplemented, amended or changed. The CUSTOMER also agrees to pay for the water at such rates, time and place as shall be determined by the BOARD and agrees to the imposition of such penalties for noncompliance as are now set out in the BOARD'S bylaws and rules and regulations, or which maybe hereafter adopted and imposed by the BOARD.

**The CUSTOMER agrees to pay a non-refundable meter deposit in the amount of \$105.00 and a non-refundable service fee in the amount of \$15.00.** In the event service to the CUSTOMER is terminated, either voluntarily by the CUSTOMER or by the BOARD for cause, the deposit shall be held and applied by the BOARD to any unpaid balance then owing on the CUSTOMER'S account.

The BOARD shall purchase and install a water meter for each service. The BOARD shall have the exclusive right to monitor, check, inspect and use of such water meters. Any tampering with or destruction of the water meter shall be fully subject to prosecution of the law.

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The BOARD shall have final authority in any question of location of any service line connection to its distribution system, shall determine the allocation of water to CUSTOMERS in the event of a water shortage; and may shut off water to a CUSTOMER who allows a connection or extension to be made to his service line for the purpose of supplying water to another party.

In the event the total water supply shall be insufficient to meet all the needs of the CUSTOMERS, the BOARD may prorate the water available among the various CUSTOMERS on such basis as is deemed equitable by the BOARD OF DIRECTORS and may also prescribe a schedule of hours covering use of water.

THE CUSTOMER agrees that no other present or future source of water will be connected to any waterlines served by the BOARD'S waterlines and will disconnect from his present water supply prior to connecting or switching to the BOARD'S system.

Water charges to the CUSTOMER shall commence on the date service is made available, regardless of whether the CUSTOMER connects to the system.

The CUSTOMER hereby agrees and understands that the execution of this agreement grants the CUSTOMER the benefits and privileges of a customer. The CUSTOMER hereby agrees that pursuant to the articles, bylaws, and the rules and regulations of the BOARD, the customer must be approved by the BOARD.

**The failure of a customer to pay water charges duly imposed shall result in the automatic imposition of the following penalties:**

1. **Nonpayment within fifteen days of the billing date will be subject to a penalty of ten percent of the delinquent account.**
2. **Nonpayment within twenty-four days of the billing date will result in the water being shut off from the customer's property.**
3. **In the event it becomes necessary for the BOARD to shut off the water from a CUSTOMER'S property, a fee of \$25.00 in addition to the entire account balance must be paid to reconnect the service.**

IN WITNESS WHEREOF, we have executed the agreement on \_\_\_\_\_.

\_\_\_\_\_

**CUSTOMER SIGNATURE**

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# Concord Water & Sewer Public Facilities Board

**TO AVOID POTENTIAL WATER DAMAGE SOMEONE WILL NEED  
TO BE PRESENT AT THE TIME SERVICE IS TO BE CONNECTED**

Service Connection Date: \_\_\_\_\_  
Time you want service connected: (CHECK ONE) 9:00 am – 11:00 am \_\_\_\_\_ OR 1:00 pm – 3:00 pm \_\_\_\_\_

Customer Signature: \_\_\_\_\_

**VERY IMPORTANT  
PRE-WATER CONNECTION CHECK**

- ALWAYS make sure all faucets are closed before a department employee turns the water on at the meter.
- Someone MUST be present before the water is turned on.
- If the water is turned on and a faucet or valve is open or there is a broke pipe, property damage is possible.
- **Concord Water & Sewer Public Facilities Board is not responsible for damages.**

**NEW SERVICE INFORMATION**

**479-471-8464/24 Hour Emergency Number**

Visit our website [Concordwaterandsewer.com](http://Concordwaterandsewer.com) for more information, bill pay, and alerts.

To avoid late charges, your bill should be paid before closing time on the 15<sup>th</sup> of every month.  
(Due dates occurring on weekends or holidays will be extended until the next business day)  
To avoid Shut Off have your bill paid before the 24<sup>th</sup> of every month.

**PAYMENTS**

**IN PERSON/DROP BOX:** 5825 Alma Hwy, Van Buren

Payments left in drop box after 4:30 pm will be posted the next business day.

**DO NOT PUT CASH IN THE DROP BOX**

**Mail:** Concord Water & Sewer  
Public Facilities Board  
P.O. Box 622  
Van Buren, AR 72957

**BANK DRAFT:** Request and complete a bank draft form.

**TELEPHONE DEBIT OR CREDIT CARD:** 888-291-2054

**ONLINE PAYMENTS:** [concordwaterandsewer.com](http://concordwaterandsewer.com)

**BANKING ONLINE BILLPAY:** Consult with your bank, payments may take up to ten (10) days to be processed and mailed.