



One City Plaza, Suite B
P.O. BOX 1287
Cabot, Arkansas 72023
501 843-4654
501 605 1743 FAX

March 26, 2020

Subject: Temporary Policy for Billing Office and Bill Due date during COVID-19 Emergency

To All customers,

For the health and safety of our employees and customers during the COVID-19 emergency, the Cabot Waterworks office will be temporarily closed to walk-in customers. Employees will still be available during our regular hours to handle requests by telephone and internet.

Customers may call our Office at 843-4654 for assistance with water or wastewater issues or can go to www.cabotwaterworks.com.

Billing & Due Dates:

Water Bills are mailed the last business day of each month and are due on the 15th of each month. 2nd notices (late notices) are mailed on 16th or next business day. On the 25th or next business day, a final reminder will be given by a robo phone call for the phone number listed on the account. If the customer submits an Extended Due Date form no later than the 25th of the month, the customer's water will not be turned off.

Payments may continue to be made by mail, Drop Box (located at both office entrances), on our website with Credit Card or Debit Card, and by Auto Bank Draft.

If circumstances surrounding the COVID-19 emergency limit your ability to pay your bill on time, an Extended Due Date request form may be completed and either mailed or dropped in the Drop Box (located at both office entrances). Be sure to fill out the form completely, including the signature of the account holder, before submitting it.

1. Extended Due Dates for Customer Bills

- a. Customers requesting an extended due date must sign our Extended Due Date form and mail or drop it off at the Cabot WaterWorks Billing Office at One City Plaza, Suite B no later than the 25th of the billing month. An extended due date cannot be granted if the Extended Due Date form is not received by the Cabot WaterWorks Billing Office before the 25th of the billing month.

- i. Extended Due Date Forms are available at the entrance to our offices and online.

<https://www.cabotwaterworks.com/service-requests-and-forms>

- b. Cabot WaterWorks will extend the due date for the current month bill up to the first Friday of the following month.
 - i. Extended Due Dates for residential customers may be further adjusted if acceptable documentation is provided to establish that the person named on the account, not another occupant at the same address, is dependent on a monthly governmental check (such as aid to families with dependent children, aid to the aged, blind or disabled, social security, veterans administration benefits, or unemployment compensation) for payment of regularly occurring monthly bills and either (i) the government has issued a broad general notice within the state that benefits checks will not be mailed in a timely manner, or (ii) the customer provides Cabot WaterWorks with a copy of the official written notice received by the customer.
- c. If the customer communicates no later than the 25th of the month that they have an ongoing financial hardship due to the COVID-19 Emergency and they provide documentation listed above, the extended due date will be adjusted accordingly.
- d. Customer's that fail to pay 100% of the bill by the extended due date, (or adjusted due date), will not be permitted another extended due date for 12 months.
- e. Customers may request payment installments to pay account balances for up to 6 months if they have an ongoing financial hardship and provide documentation listed above.

Water and Wastewater Maintenance Operations:

All water and wastewater maintenance operations will continue during the COVID-19 emergency. Call our office to report any problems with water and wastewater services.

This Policy will be effective through the end of April and may be extended by the General Manager based on advice of local health leaders and as directed by Cabot Water and Wastewater Commission

Adopted 3/26/2020 Cabot Water & Wastewater Commission