



Application for Water Service

MAYFLOWER WATERWORKS
 P.O. BOX 69 2 ASHMORE DR
 MAYFLOWER, AR 72106
 (501) 470-1818

mayflower.waterworks@arkansas.gov

Application Requirements: Deposit \$150 Rental ♦ \$40 Owner ♦ \$100 Business + Non-refundable Service Fee \$55

(Deposit and Service fees must be paid by Cash, Check, Money Order, Debit or Credit Card)

Proof of Identification Photo ID, Driver's License, US Government Issue ID

Renter Lease/Rental Agreement **Homeowner** Buy/Sell Agreement

Today's Date: _____ Service Start Date: _____ <small>(Monday-Thursday ONLY) Applications received after 4pm will not be turned on until next business day.</small>	
Service Address: _____ Street _____ City _____ State _____ Zip _____	
Billing Address: _____ Street _____ City _____ State _____ Zip _____	
RESIDENTIAL WATER SERVICE	
APPLICANT INFORMATION	CO-APPLICANT INFORMATION
Name: _____	Name: _____
Primary Phone #: _____	Primary Phone #: _____
Email: _____	Email: _____
SSN: _____ DOB _____	SSN: _____ DOB _____
DL #: _____ COPY _____	DL #: _____ COPY _____
Employer: _____ Phone# _____	Employer: _____ Phone# _____
LANDLORD INFORMATION (FOR RENTAL PROPERTIES)	
Name of Landlord/Property Owner: _____ Phone #: _____	
Address: _____ Street _____ City _____ State _____ Zip _____	
ACCOUNT ACCESS Please provide name and phone number of any individual that has access to any information on your account.	
Name: _____ Phone #: _____	
COMMERICAL WATER SERVICE	
Company Name: _____ Tax ID #: _____ Type of Company: _____	
Billing Contact & Phone #: _____ Onsite Contact & Phone #: _____	
<i>With my signature below, I accept responsibility for payment of utility bills, and agree to abide by all rules and regulations governing services, which are established by the City Council of Mayflower. Failure to comply may result in termination of services.</i> <i>And I authorize the City of Mayflower to contact via me phone, pre-recorded voice messages and emails regarding my account(s).</i>	
Signature of Applicant: _____ Co-Applicant _____ Date: _____	

For office use only

Receipt # _____	Account # _____	Draft _____ WUDB _____ WOD _____ FAQ Handout _____
Deposit Amount: _____	Initials/Date _____	S/O Created _____ Contract Copy _____ SCANNED _____

Payment Options

Payments are credited to your account the day they are received in the office. Any bank returned item or dishonored check is subject to a \$30.00 processing fee and subject to disconnection.

There are several options for making payments:

- Payments are accepted in person at the cashier’s window in City Hall or by sending a check or money order to City of Mayflower, P. O. Box 69, Mayflower, AR 72106.
- Pay by phone or Online using PayStar (transaction fees apply). Your account number is required. To pay by phone (501-381-5778) or online (mayflowerwaterworks.com).
- Bank Draft Authorization I grant authority to the City of Mayflower to draft my bank account for payments due for my water bill on the first business day after the 10th of the month. This authorization is to remain in effect until revoked by me in writing. A voided check will represent the account that is to be drafted and must accompany this form.

Bank Draft Authorization Signature: _____ Date _____

Name on Account _____ Routing # _____ Account# _____

Bank Name & Address _____

PLEASE READ AND SIGN BELOW

Mayflower Municipal Code 10.12

10.12.03 Meters; revenue the facilities or service afforded by the waterworks system shall be furnished to the customer only through a meter, no meter shall serve more than one customer and none of the facilities or services shall be furnished without a charge being made, therefore.

Billing and Due Dates

Meters are read once a month and bills are mailed to customers on the last business day of the month. Bills are due on the 10th of the month. If a payment has not been received by the due date, a 10% penalty will be added and a past due date of the 20th will be assigned. If payment has not been received by the 20th, customers are subject to having their water services shut-off on the 21st. If a customer’s services are disconnected, the customer must pay the past due bill plus an additional \$55.00 (\$110.00 after 4 p.m.) reconnection fee before services can be turned back on. Once service is disconnected for non-payment, any damage that occurs to water supply equipment will result in the meter at the property being removed and the account is subject to tampering fees. Failure to receive a bill in no way exempts customers from payment of service by the due date.

Service Call Fees

Customers are not required to be present to have the water turned on. If something was left running or you have a leak, the water will be turned back off and you must be present when the technician returns to turn the water back on and pay an additional \$55.00 service charge. Any service call placed after hours (4:00 p.m., weekends, holidays, etc.) is subject to a \$110.00 service call fee.

Disconnection of Service

The customer agrees to give a minimum of one business day notice to terminate service. A forwarding address is required for the purpose of submitting the final bill. Customers will continue to be responsible for all water usage at this address until service is disconnected. Deposits are held and applied to the final bill; any refund amount will be sent to the forwarding address.

Account Information

It is the responsibility of the customer to keep their account information (mailing address, phone number, etc.) up to date. Bills returned by the postal service for incorrect mailing address in no way exempts the customer from payment of service by the due date.

Mayflower Waterworks and the City of Mayflower participate in the **Water Utility Data Base (WUDB)** program. WUDB assists water and utility companies working together to collect outstanding debts from former customers. Should we find that you have an outstanding debt with a participating utility company you will be notified and given one week to settle the debt. After that date, if you cannot provide us proof from the participating utility company the debt has been paid, your water service with the City of Mayflower will be disconnected until such time proof of payment can be provided and a \$55 reconnect fee will apply.

Previous Water Utility Company: _____

Signature: _____ Date: _____

Signature: _____ Date: _____