



Dear Hayden's Place Customer,

Hayden's Place UOC, a member of the CSWR family of companies, is proud to be your community's wastewater service provider since September 30, 2017. Across the state of Arkansas, we have invested more than \$375,000 into sewer utility infrastructure, significantly increasing the quality and reliability of service for all our customers. We work closely with state regulatory agencies to ensure we are consistently in full compliance with all regulations by meeting or exceeding standards for service. We would like to provide you with an overview of the improvements we are making in your community.

**What are the past, present, and planned improvements to the services offered to your community?**

- Made significant repairs to the sewer collection system piping
- Repaired critical components at the treatment facility, including aeration and disinfection equipment, and tankage
- Installed remote monitoring systems at the treatment facility to detect potential problems before they affect quality or reliability of services provided
- Licensed operators able to respond to emergencies, day or night, within two hours
- Expanding bill payment options by end of May 2022

As a customer of Hayden's Place, you have access to 24/7 emergency support that can be reached by phone at 1-866-305-5540, or by email at [support@haydensplaceuoc.com](mailto:support@haydensplaceuoc.com). Additionally, we offer convenient online bill payment options and responsive operations professionals that provide prompt and efficient service. We invite you to visit our website at [www.haydensplaceuoc.com](http://www.haydensplaceuoc.com) to learn more about us.

Hayden's Place is committed to bringing safe, reliable, and environmentally responsible water resources to every community we serve. We welcome you to contact us with any questions or feedback. In order to provide our customers with the best service experience, Hayden's Place asks that you share with us your phone number and email address on the backside of this page.

***Now is the perfect time to make certain that your contact information is up to date!***

We encourage all customers to provide their contact information including an email address and phone number in your account so that we can provide service-related updates directly to you. Please note that Hayden's Place **will not** use your contact information for any other purpose; we will not sell, share, or otherwise distribute your information with any outside entity.

**How can I update my contact information?**

Customers can update their contact information including phone number and email address through the Customer Account Portal.

**What if I cannot remember my username, password, or the email address I used to create my Customer Account, OR if I have not set up a Customer Account?**

For assistance accessing your Customer Account, please call Customer Support at 1-866-305-5540.

**To access your Customer Account Portal through the website:**

1. Visit [www.haydensplaceuoc.com](http://www.haydensplaceuoc.com)
2. Click the "My Account" button near the top of the webpage
3. Sign in with your username and password
4. Update your phone number and email address within your account

**To access your Customer Account Portal using the QR Code below:**

1. Open your device's camera app.
2. Position your camera so that the QR code is in the frame.
3. A website link preview reading "me-qr.com" will appear onscreen.
4. Tap the URL, opening your web browser and taking you to Starnik.net
5. Sign in with your username and password
6. Update your phone number and email address within your account



**SCAN ME**