



Dear Hayden's Place Customer,

Hayden's Place UOC, a member of the Central States Water Resources (CSWR) family of companies, is proud to be your community's wastewater service provider since September 30, 2017. Over that time, we have worked closely with state regulatory agencies to ensure we are consistently in full compliance with all regulations by meeting or exceeding standards for service. Across the state of Arkansas, CSWR has invested more than \$5.1 Million into sewer utility infrastructure, significantly increasing the quality and reliability of service for all our customers, and would like to provide you with an overview of the improvements we are making in your community.

**Ongoing and completed projects at the Hayden's Place wastewater treatment facility:**

- Upgraded and made significant repairs to the sewer collection system piping
- Overhauled critical components at the treatment facility
- A complete overhaul of disinfection & treatment processes, including installing a MBBR treatment system to meet environmental discharge quality requirements
- Installation of remote monitoring systems at the treatment facility to detect potential problems before they affect quality or reliability of services provided

Piping Improvements



Remote Monitoring



Hayden's Place seeks to charge fair and reasonable rates to customers. These investments in infrastructure and daily operations will require an increase in the rates for your wastewater service. **Your monthly rate will increase from \$56 per month to \$76 per month.** Customers can expect their bill that will mail in mid-August to contain these new rates

It is important to us that customers have an opportunity to voice concerns or ask questions. We would like to invite you to a ZOOM conference meeting on Tuesday, July 26<sup>th</sup> at 6:00pm with senior leadership members of Hayden's Place. You can join the ZOOM call by using the following link:  
[tinyurl.com/ARJULY26](https://tinyurl.com/ARJULY26)

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 appreciate your understanding in this matter and look forward to providing our services to your community for generations to come.

Sincerely,



Josiah Cox, President  
Hayden's Place