



Dear Oak Tree Subdivision Customer,

Oak Hill 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, 2018. 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 Oak Tree wastewater facility:

- A complete overhaul of disinfection and treatment processes
- Repair of critical components at the treatment facility, including piping, valves, and tankage
- Installation of updated technology (MBBR system) to meet environmental discharge quality requirements
- Installation of a 'quick-connect' for backup generator power to minimize outage time length
- Installation of remote monitoring systems at the treatment facility to detect potential problems before they affect quality or reliability of services provided.

Before – Sand filter only treatment (impacted by algae)



After – MBBR treatment system



Oak Hill 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 \$60 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 26th 2022 at 6:00pm with senior leadership members of Oak Hill. You can join the ZOOM call by using the following link:
tinyurl.com/ARJULY26

As a customer of Oak Hill, you have access to 24/7 emergency support that can be reached by phone at 1-866-404-2162, or by email at support@oakhilluoc.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.oakhilluoc.com to learn more about us.

Oak Hill 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,

A handwritten signature in black ink, appearing to read 'Josiah Cox', with a stylized, wavy line extending to the right.

Josiah Cox, President
Oak Hill