

To our valued customers

New Tiered Rates are now in effect

As of Nov. 1, 2009, the first phase of a recently approved water/wastewater plan will take effect, beginning with this utility bill.

- Low water volume users (less than 5000 gallons/month) will see no change in their water charges during this phase.
- Commercial water users will see a small rate increase.
- Large volume residential and sprinkler users will see a more significant increase.
- All wastewater customers will see a substantial increase.

For more tips on water conservation or to learn of coming projects to protect the future of your water and wastewater system, please visit the Utilities Department page at www.cityhs.net. There, you'll also find additional information regarding the timing and amounts of the approved water/wastewater rate plan.

Hot Springs Municipal Utilities thanks its customers for continuing to support its efforts to provide high quality water and wastewater services at a reasonable cost. In these challenging economic times, we pledge to maximize the impact of the revenues that you, as our customers, have entrusted to us.

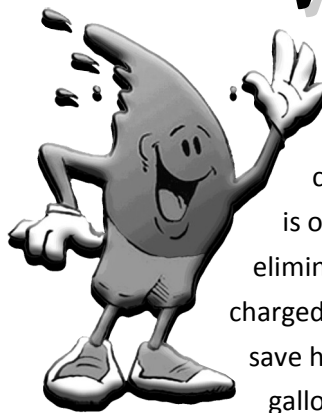
Sincerely,

Hot Springs Municipal Utilities



HOT SPRINGS MUNICIPAL UTILITIES · PO BOX 6300 · HOT SPRINGS, AR 71902 · 501.321.6880

Splash says:



To save on your water bill, try these winter water conservation tips:

- Disconnect your sprinkler system during the winter to prevent your irrigation piping from freezing. The cost to disconnect or to reconnect is only \$5. This \$10 investment eliminates the minimum bill from being charged during the winter, and may also save hundreds of dollars and thousands of gallons involved with a water leak.
- Winterize all outside and exposed water lines and faucets to prevent freezing and bursting. Sprinkler meter customers can protect their RPZ valve from the cold air by using a fitted cover.