



Customer Assistance Policy

Supporting Customers Facing Weather or Life Events Affecting Utility Bill Payment

Purpose

This Assistance Policy is designed to help Central Arkansas Water (CAW) customers who are experiencing difficulties paying their utility bills due to significant weather events (such as storms, floods, or extreme temperatures) or life events (such as medical emergencies, loss of employment, or family crises). Our goal is to provide temporary relief and flexible payment solutions to help customers maintain essential utility services during challenging times.

Eligibility Criteria

Customers may qualify for assistance if they experience one or more of the following circumstances:

- Severe weather events impacting property or income (e.g., tornadoes, floods, winter weather)
- Medical emergencies or hospitalization resulting in loss of income
- Loss of employment or significant reduction in work hours
- Death or serious illness in the immediate family
- Other unforeseen circumstances causing financial difficulty

Steps to Qualify for Assistance

1. Contact the CAW Customer Service Department:
 - A customer must contact a member of the customer service team by phone, email, or through our website to notify us of your situation.
2. Complete Assistance Application:

- The customer must complete the Assistance Application Form, providing details about the event and its impact on their ability to pay. The form can be found on our website www.carkw.com/customerassistance.
- 3. Provide Documentation:
 - The customer must attach supporting documentation to the Assistance Application, such as:
 - Insurance claims, repair estimates, or news reports for weather events
 - Medical bills, hospital discharge papers, or doctor's notes for health-related events
 - Termination letter, unemployment benefits statement, or pay stubs for employment-related events
 - Other relevant documents as requested by customer service
- 4. Review and Approval:
 - A member of the CAW Customer Service Team will review the customer's application and documentation. The customer will be notified of approval or if additional information is required.
- 5. Receive Assistance:
 - If approved, the customer may be eligible for one or more of the following:
 - Payment extensions or deferrals
 - Creation of a payment plan
 - Temporary suspension of late fees or service interruption
 - Referrals to community assistance programs

Contact Information

For questions or to begin the assistance process, please contact the CAW Customer Service Department at:

- Phone: [\(501\) 372-5161](tel:5013725161), option 6
- Email: CustomerService@carkw.com
- Website: www.carkw.com/customerassistance

Confidentiality

All information provided will be kept confidential and used solely for the purpose of assessing eligibility for assistance.