

UTILITY NEWS

February 2015



Important Phone

Numbers

Billing Services
501-776-5923

**Dispatch & After Hours
Emergencies
501-776-5930**

Wastewater Collections
501-776-5956

Water Distribution
776-5942

Electric
501-776-5931

Purchasing Department
501-776-5936

City Hall
501-776-5900

Administrative Services
501-776-5900

If you have any questions regarding your bill or need to set up new services, please contact the Billing Department.

For Sewer Problems, Water Leaks & Outages, or Electric Problems, Please call the Dispatch Office.

If you need your utility lines marked, Call Arkansas One-Call at 811.

New Benton Utilities Website

Benton Utilities is excited to announce the launch of its new and improved website, which goes live February 16, 2015. Benton Utilities collaborated with the Website building team of Pleth LLC out of Batesville, Arkansas to provide a fresh new look, easy navigation and more focus on what the customer needs. This website will be solely dedicated for the use of Benton Utilities.

The new site's homepage welcomes visitors with a clean uncluttered design, with featured content focused on our mission to provide our customers with the most ease of access and accurate information.

The new site is completely fluid, fully responsive and geared for all types of browser resolutions including being mobile-friendly.

When you log in to the new web page, you will note several new user-friendly conveniences: You will notice on-line chat capability which will be available Monday through Friday from 7 AM to 4 PM, and chat can be utilized to report any problems with your utility services. You will be able to sign up for email and text alerts, and these will be utilized to notify our customers in the event of a planned outage or unplanned major outage. There will be a link for "who do you call", so our customers can find the number easily to make contact with the correct department. There will be a blog for "Breaking News" where we can keep each of you up to date with our ongoing projects, any planned interruptions, or any news that will affect our customers. You will also be able to go on this site and report problems such as a street light out without having to make a phone call.

There will continue to be other conveniences currently offered available on this site including the "Pay your Bill" link. As well as links to each of the departments that make up Benton Utilities with a little information about each one.

We hope you like our new website. If you experience any problems using it or if you have any suggestions, please contact us.

Visit www.bentonutilities.com today!

Cold Weather Water Tips

Benton Utilities Water Dept. reminds citizens to protect the water systems in their homes and businesses from freezing. When water freezes, it expands. When water freezes in a pipe and expands enough, the pipe bursts, water escapes and serious damage results. Pipes in attics, crawl spaces and outside walls are all vulnerable to freezing, especially if there are cracks or openings that allow cold outside air to flow across the pipes.

To keep pipes from freezing, wrap hot and cold water pipes in insulation, heat tape or layers of newspaper, covering the newspapers with plastic to keep out moisture. Allow a trickle of water to run from a cold faucet that is farthest from the water meter or one that has frozen in the past. This will keep the water moving so that it cannot freeze and will help relieve pressure should ice form in the pipes. Open kitchen and bathroom cabinet doors to allow warm air to circulate around the pipes.

When an emergency such as a major leak or broken water pipe occurs, the first thing you will need to do is shut the water off. If you act quickly, you may prevent costly water damage to your home and valuables. In the event, you have a water line break, and you can't get the water shut off, call Benton Utilities Water Dept. at (501)776-5930. We will send someone out to turn it off as soon as possible 24 hours a day, 7 days a week.

Benton Public Utility Commission Meeting Schedule for 2015

January 5	January 20	February 2	February 17	March 2	March 16
April 6	April 20	May 4	May 18	June 1	June 15
July 6	July 20	August 3	August 17	September 8	September 21
October 5	October 19	November 2	November 16	December 7	December 21

The Benton Public Utility Commission meets on the first and third Monday of each month with the exceptions of holidays. When it falls on a holiday, the meeting is held following evening. Also, during the months of May to September, there may only be one meeting per month, and the dates of those meetings will be determined at a later date. If you have a reason to speak to the Commission, please call 501-776-5984 by the Wednesday before each of these dates and ask to be put on the agenda.

Emergency Preparedness

When the National Weather Service projects a stormy weather forecast, Benton Utilities employees do everything possible to prepare for upcoming storms. Sometimes, all scheduled vacations are cancelled for future dates until the storm passes by, this provides the necessary manpower needed to assist in power restoration, water line repairs, to keep the sewer lines pumping properly, and to take calls from our customers.

During any emergency situation, you can go to our Facebook page at <https://www.facebook.com/bentonutilitiespage>. Our personnel will be placing regular updates on Facebook.

At Benton Utilities, our customers are our priority, and we know preparation is the key to handling storms and emergency situations. While it is impossible to know what the weather holds in store for us during 2015, we feel we will be as prepared as possible to face problems that arise.

New Water & Electric Meter Installations

The Benton Utilities Water & Electric Departments are currently in the process of changing out old meters to the new remote read water & electric meters. This will enable our company to remotely read the meter without having to come onto the customers property.



We're on the Web!

www.bentonutilities.com

MISSION STATEMENT

The mission and commitment of Benton's Public Utility Commission is to provide its customers with efficiently managed and operated electric, water and wastewater services at competitive rates and to methodically establish and maintain a strategy for not only meeting current needs, but address the future demands the City's anticipated growth may place on the system.

Utility Commissioners

Jim Martin—Chairman
Charles Best—Vice Chairman
Phil Miller
Gary Ferrell
Rob Livers

These men are approved by the Benton City Council. All are volunteers who do not accept any compensation for their time and efforts.