

November 5, 2025

Dear Eaglebrook Resident:

Beginning in **January 2026**, sewer billing for Eagle Ridge (Eaglebrook) customers will transition to **Vilonia Waterworks Association**.

Starting February 2026, Vilonia Waterworks will issue **one combined bill** for both water and sewer services. Eagle Ridge will issue its **final sewer-only bill in January 2026** for **December 2025 sewer usage**.

Please continue contacting Eagle Ridge Customer Service at 866-232-7286 regarding **sewer service** issues. Once **Vilonia Waterworks Association** begins billing, all billing and payment questions should be directed to them.

Any **outstanding balance** owed to Eagle Ridge **will not transfer** to Vilonia Waterworks Association and must be paid directly to **Eagle Ridge**.

You may pay any outstanding balance owed to Eagle Ridge using one of the ways below:

**Online:** visit [eagleridgeuoc.com](http://eagleridgeuoc.com), select *Billing & Payment*, then *Pay Online* option

**By phone:** call the tollfree Customer Service at 866-232-7286 to pay by credit/debit card

**In person:** visit [eagleridgeuoc.com](http://eagleridgeuoc.com), select *Billing & Payment*, then *Pay In Person* option

**By mail:** Send check/money order to: Eagle Ridge UOC, P.O. Box 676361, Dallas, TX 75267-6361

To avoid referral to a third-party collection agency, please **ensure any unpaid sewer-only balance** owed to Eagle Ridge is paid to Eagle Ridge **before March 30, 2026**.

We appreciate your cooperation,

Eagle Ridge Utility Operating Company