



# KEISER NEWS

# 2026

**"Small town, big heart - that's Keiser!"**

March Newsletter

Vol 35

## FROM MAYOR RICK CREECY

The City of Keiser continues to move forward with one of the most important infrastructure projects in our community — the long-awaited upgrade of our sewer system. On February 19th, we received official approval from the Arkansas Natural Resources Commission (ANRC) to accept the bids for the Jefferson Street and Poplar Street Lift Stations. This approval marked a major milestone in a project that has been in the planning and funding stages for quite some time. I signed the required paperwork on Friday, February 20th, and it was forwarded to our contractor in Paragould on Monday, March 23rd so the new lift stations could be placed on order. Due to the size and specialized nature of this equipment, the estimated lead time is approximately six months.

We are now awaiting official approval from ANRC on the engineering plans for the new sewer lines and the necessary manhole repairs throughout the system. Once we receive that approval, the next step will be to formally advertise the project in the newspaper as well as through an online bidding portal. The advertisement period will run for several weeks to ensure contractors have adequate time to review the specifications and prepare their bids. A sealed bid opening date will then be scheduled, at which time all bids will be publicly opened and recorded. Working closely with our engi-

neer, we will carefully review the submissions and select the lowest responsible bid that meets all project requirements and specifications. After that selection is made, the bid package must be submitted back to ANRC for final approval. Once ANRC gives the final authorization, contracts will be signed and construction will officially begin.

As many residents know, our sewer system has been an ongoing problem for far too many years. During heavy rain events — sometimes with as little as three inches of rainfall — parts of our aging system have struggled to keep up. Much of this infrastructure is decades old and simply was not designed to handle today's demands. These upgrades, including modern lift stations, improved sewer lines, and repaired manholes, will significantly increase reliability, reduce inflow and infiltration, and prevent rainstorms from overwhelming the system. This project represents a major investment in the future of Keiser. It protects public health, strengthens environmental compliance, supports future growth, and ensures our infrastructure is dependable for generations to come. We are closer than ever to correcting these long-standing issues, and I appreciate the patience and support of our residents as we work through the required state approval process to get this done right.

City Council meeting on the 3rd Monday of each month at 6:00 pm. All welcome.

Follow us on Facebook and at our website

Water bills due the 16th of each month. Late charges will be applied on the 17th and shutoff on the 27th unless the 27th is Friday.

Remember riding ATV's on city streets is a violation of state law and will be enforced.

Remember the city has a leash law. If you are walking your dog in the city limits they MUST be on a leash. No exceptions.

If you have not yet registered your dog or cat. Please come to City Hall and do so.

**Disclaimer:** The City of Keiser strives to ensure that all information published in this newsletter is accurate and up to date. However, errors or omissions may occur, and information is subject to change. The City of Keiser is not liable for any misprints, incorrect data, or reliance on the information contained in this publication.

Home owners and contractors are required to notify city hall before any mechanical excavation can be done.

City Hall—870-526-2300  
**New City Hall Hours**  
 Hours 8:00am to 4:45pm M-F  
 Closed 12:00 to 1:00 for lunch

# *Penny Wilbanks—Financial Director/Recorder*

The City of Keiser has turned a new page in utility management with the launch of its upgraded water billing and reporting software. It has been a game changer for both the office and customers with its design to simplify monthly bill processing and improve efficiency. This upgrade modernizes the process; the steps in which to create bills and reports. We can quickly generate accurate monthly water bills, monitor accounts in real time, and resolve customer inquiries faster than before. One of the biggest advantages is the software’s automated billing feature. Bills are calculated automatically based on actual usage, and digital invoices can be emailed to customers instantly. This not only speeds up the billing cycle but also reduces printing costs and postal delays.

Residents can appreciate the clear, easy-to-read bill statements and the option to view their monthly water usage history online. This new platform also supports flexible payment options, including online

pay, auto-draft, and mobile payment. This makes it more convenient for everyone to stay current and informed.

For me, the upgraded software delivers powerful reporting tools that turn raw data into meaning insights. Monthly financial summaries, usage trends, delinquency reports, and compliance documentation are all just a few clicks away. This helps Keiser plan smarter and serve better.

This software upgrade isn’t just an improvement, it’s a thoughtful investment in efficiency, transparency, and customer service for the entire Keiser community.

## **Turning the Page**



# *Penny Wilbanks Completes Leadership Academy*

The City of Keiser is proud to recognize our Financial Director, Penny Wilbanks, for successfully completing the Leadership Academy supported by the Osceola Chamber of Commerce. This is a tremendous accomplishment, and we are excited to see the positive impact it will continue to have on our city.

The Academy’s curriculum, curated by Arkansas Northeastern College, is designed to strengthen leadership, workplace, and management skills while also deepening participants’ understanding of the county they serve. Throughout the program, Penny engaged in hands-on learning experiences that focused not only on professional growth, but also on personal development.

Among the many topics covered were conflict resolution, public speaking, an AI tools workshop, community services, principles of leadership, workplace diversity, and a comprehensive Mississippi County tour highlighting our local history and industry.



These sessions are designed to equip leaders with practical skills they can apply in real-world situations.

Penny’s dedication to growth and continued education reflects her commitment to serving the

City of Keiser with excellence. The knowledge and leadership skills she gained through this program will benefit her in both her professional responsibilities

## *Neal Brown - Director of Public Works*

As we transition from the cold days of winter into the warmer months of spring and summer, the City of Keiser also shifts its game plan to meet the changing needs of our community. Winter often focuses on weather monitoring, road conditions, equipment maintenance, and preparing for unexpected storms. As temperatures rise and the days grow longer, our attention turns toward growth, improvement, and getting outside projects moving full speed ahead.

With spring now here, our crews move into cleanup and repair mode. This includes removing winter debris from around town, cleaning out city ditches to improve drainage, and repairing damage that heavy winter rains and occasional snow have caused to the landscape and non-paved areas throughout the city. We also begin patching minor road damage that developed over the winter months. Just as many homeowners begin their spring cleaning, the City does the same—picking up loose debris, trim-

ming, mowing, and getting our public spaces back in shape. The City Park is also being freshened up, and you will notice a lot more mowing as the grass begins to grow quickly.

In the coming weeks, the County Spring Cleanup will be announced. Once again, we will place dumpsters behind the library for residents to use, and we strongly encourage everyone to participate. It's a great opportunity to clean up unwanted items and improve the appearance of our community.

We also ask homeowners to help us keep Keiser clean by securely tying garbage bags and using quality bags that will not easily tear. Please do not place trash out until the morning of pickup after 6:00 a.m. Putting trash out too early increases the chances of animals and birds getting into the bags and creating unnecessary messes. Working together, we can keep our city clean, safe, and looking its best this spring and summer.

## *Glenn Dunn III - Chief of Police*

The warmer weather is here and with that, much nicer days. Code Enforcement will be more proactive this year, with focus on unsightly properties and dilapidated houses. Keep in mind that the more egregious cases will facilitate Code Enforcement intervention. Lawn maintenance and trash in the yard will be the primary focus. When it comes to yard trash, we will be looking at more than just a scrap of paper or two; old tires, appliances, and scrap trash.

Part of the Community Policing grant awarded to the city covers Community outreach and training. Only recently was I a victim of fraud. The city received messages to the city's website from a person claiming to be myself, asking for payroll to be direct deposited. Knowing that the city doesn't direct deposit the payroll, I was alerted to the attempt. The investigation has been turned over to the Arkansas State Police, but others may not have been so lucky.

When it comes to finances, everyone is vulnerable. If you receive any requests for personal information, including banking info, via phone, email, or text message, do not send any information. Contact the police department and your bank to make aware of the situation. Nobody will ask for personal information over the phone or internet. I'm also aware of other fraudulent scams involving the IRS and law enforcement agencies claiming to have a warrant and will take care of the warrant for payment. Do not send money, as this is not procedure and is almost certainly an attempt to get your financial information.



## ***Town Meeting for Drainage Project***

The City of Keiser will host a Drainage Project Town Meeting on Thursday, March 12th at 6:00 p.m. at Keiser First Baptist Church (KFBC). This meeting is being held to openly discuss the ongoing drainage challenges affecting several areas of our community and to provide residents with updates on the steps the City is taking to address these concerns. While the project primarily impacts residents in the Circle area and a few drainage areas west of the Circle, the meeting is open to all residents of Keiser. We strongly encourage everyone who lives in the Circle to attend, as this area has experienced the most significant concerns during heavy rain events.

During the meeting, City officials will review current drainage problem areas, outline improvements that have already been made, and discuss planned projects designed to reduce flooding and improve water flow. We will also explain how drainage ties directly into our broader infrastructure efforts, including sewer system upgrades and ditch improve-

ments. Engineering plans, funding efforts, and timelines will be discussed so residents can better understand both the process and what to expect moving forward. Most importantly, this will be an opportunity for open dialogue. Residents will be able to ask questions, share their experiences, and provide input as we continue working toward long-term solutions that protect homes, streets, and property throughout Keiser.



## ***Walking Trail Keiser City Park***

The City of Keiser is proud to announce that paving for our new bike and walking trail at the city park has now been scheduled. After several weather-related delays, Mother Nature may have finally given us a break from the rain, allowing crews to hopefully finish this important phase of the project. The new trail stretches approximately 2,500 feet and winds along and beneath the natural tree line of the park, creating a shaded and scenic route for residents of all ages to enjoy. Whether you prefer an early morning walk, an afternoon bike ride, or an evening stroll, this new addition offers a peaceful and pleasant outdoor experience right here in our community.

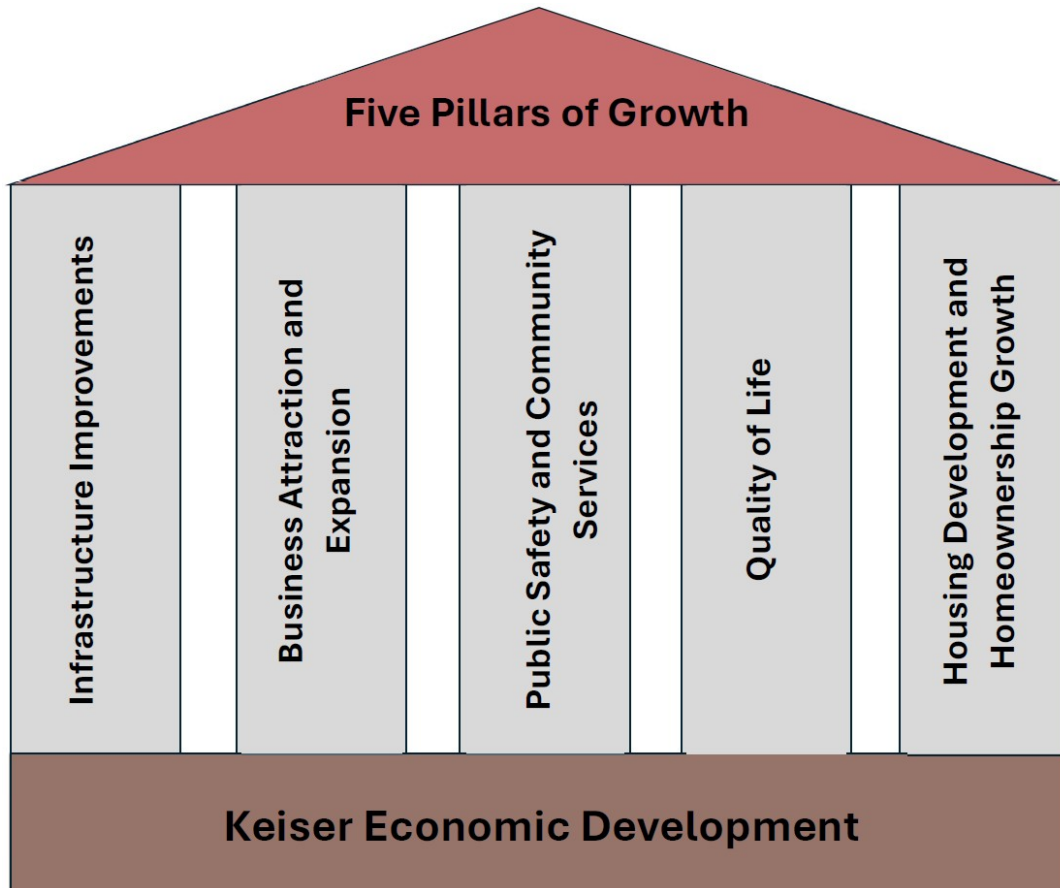
Because much of the trail runs along and under mature trees, it provides natural shade that will make walking and biking more comfortable, especially during the warmer months. The design intentionally follows the tree line to preserve the beauty of the park while also creating a relaxing setting that feels connected to nature. This trail not only enhances recreation opportunities but also promotes healthier lifestyles by encouraging residents to get outside and stay

active.

While the paving will soon be complete, there is still some cleanup work to be done. Crews will be finishing final grading along the edges, smoothing transition areas, and tidying up sections impacted during construction. These finishing touches are important to ensure the trail is both safe and visually appealing. As with any construction project, small details take time, but we are nearing the final stages.

Plans are also in place to install park benches along portions of the trail so visitors can sit, rest, and take in the scenery. These benches will provide comfortable spots for seniors, families, and anyone who simply wants to enjoy a quiet moment outdoors. The walking and biking trail is another major step forward in our continued investment in the city park and in improving quality of life for our residents. We look forward to seeing families, children, and seniors alike enjoying this beautiful new feature for years to come.

# Five Pillars of Economic Growth for Keiser



## *City Hall Hours*



**Monday - Friday from 8:00 - 4:45**  
**Closed for Lunch from 12:00 - 1:00**

# Understanding Red Light on Sewer Lift Stations



Residents may have recently noticed a red flashing light on top of the City of Keiser’s new sewer lift stations and wondered if it signals a problem. City officials want to reassure the public that the red light does **not** mean the lift station is malfunctioning. In fact, in most cases, it indicates that the system is working exactly as it was designed.

Each of Keiser’s new lift stations is equipped with two pumps inside what is called a wet well. During normal operation, when wastewater flows into the lift station and reaches a certain level, the first pump automatically turns on and begins pumping sewer to the next location in the system. Once the water level drops, that pump shuts off. The pumps are designed to alternate, meaning the next time wastewater enters the wet well and reaches the trigger point, the second pump will activate. This alternating cycle helps distribute wear evenly between both pumps and extends the life of the equipment.

The red flashing light comes into play during what is known as a “High Water Event.” If wastewater rises past the primary sensor and reaches a higher secondary sensor, the system automatically activates the second pump so that both pumps run at the same time. This provides addi-

tional pumping capacity to move a larger volume of water quickly through the system. When this occurs, the red light flashes to indicate that the station is operating in high-capacity mode.

Importantly, this red light is not an alarm indicating failure. It is a visual indicator that the lift station has reached a higher operating level and that both pumps are engaged to handle increased flow. Situations that can trigger a High Water Event may include periods of heavy water usage or rainfall when additional groundwater enters the sewer system.

The City recently invested in upgrading lift stations to improve reliability, efficiency, and performance — especially during rain events that historically strained parts of Keiser’s aging sewer infrastructure. These new systems are designed with modern controls and built-in safeguards to ensure proper operation and to alert operators when certain thresholds are reached.

City officials continue to monitor the system closely and are pleased with how the new equipment is performing. Residents who see the red flashing light can rest assured that it is a normal part of the system’s operation and a sign that the lift station is actively managing flow as intended.

## March 2026

SUN	MON	TUE	WED	THU	FRI	SAT
1	2 Read Across America Day	3 World Wildlife Day	4	5	6 Dentist Day	7 Nat'l Cereal Day
8 Daylight Savings Begins	9 Nat'l Napping Day	10	11	12 World Kidney Day	13 World Sleep Day	14
15	16 Water Bills Due	17 St Patrick's Day	18	19	20 Start of Spring	21 World Down Syndrome Day
22 World Water Day	23 Nat'l Puppy Day	24 World Tuberculosis Day	25 Int'l. Waffle Day	26	27 World Theatre Day	28
29 Palm Sunday Vietnam War Veterans Day	30 Cutoff Day	31				

# City Fun Page

## Springtime

K M U K M E A D O W E U U W M Y E V L O  
J S G D A M K O T A P W M T A L N C M Z  
P F U Z R A P Y S T D M M Y E R J T U T  
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H X T L S A D T U U Z P F N Q D T T N R  
I R C D S H U X Z N W I Q F C X Z O H A  
R A E N E D I Q O D O C Z Z O O H O N I  
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I G Q S E J E G E R R I V B J S I L N B  
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A J B G J D T L W O N G M O U D D Q P N  
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D B O G N O S V E M G S E F U I C A E H  
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N V C E N L S T Z G F C R M I G A T I X  
I Y R Z E I J T H H R L R E P S O U R M  
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G I W O T V E G O N X B E E T H L E H N  
A Y W U X L C C X M G D U N S M J I K B

Thunderstorm

Butterflies

Daffodils

Dew

Sunshine

Gardening

Seedlings

Rain

Blossom

Chirping

Morning

Pasture

Nesting

Renewal

Growth

Warmth

Breeze

Fresh

Meadow

Green

Rainbow

Rebirth

Tulips

Picnic

Bloom

Contact Us



# Kids Fun Page

## Color Springtime



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