



# KEISER NEWS

# 2026

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

January Newsletter

Vol 33

## FROM MAYOR RICK CREECY

Another year has come and gone. As we say goodbye to 2025 and welcome in 2026, it's a great time to reflect on what the City of Keiser was able to accomplish together over the past year. Through careful planning, hard work, and strong partnerships, 2025 was a year of meaningful progress for our community.

During 2025, the City submitted 24 grant applications, with seven still awaiting decisions. Of those, five grants were awarded, totaling \$704,868 in funding to improve our city. The most notable awards included a \$500,000 grant to address long-standing drainage issues in the Circle area, a \$134,000 grant for a new parking lot at the park, and \$43,426 in support of our Fire Department. These investments help strengthen our infrastructure, improve public safety, and enhance quality of life for our residents.

Several major projects were completed or moved forward during the year. The Main Street lift station was replaced, adding reliability and increased capacity for the east side of town. Construction also began on the new walking trail, which is now approximately 75% complete. While Mother Nature caused some delays, steady progress continues. The park bathrooms were fully restored thanks to a matching grant from the state, improving comfort and accessibility for families and visitors. The City also successfully completed the 2023 Legislative Audit with no write-ups or discrepancies, reflecting strong financial management and accountability.

Public safety remained a top priority in

2025. The City purchased used Crown Vic police vehicles from the City of Jonesboro and had them professionally striped to give them a unique City of Keiser identity. A new Police Chief was hired and has hit the ground running, bringing the Police Department up to required standards and strengthening day-to-day operations. In addition, seven strategically placed security cameras were installed around town to help monitor activity and deter crime.

We also invested in our youth and community through successful outreach programs. The Helmet for Heroes initiative encouraged bicycle safety by distributing 30 free helmets to local children, and Child ID kits were provided to help families stay prepared. To improve drainage throughout town, the City rented a mini track and cleaned out many secondary ditches and culverts. Behind the scenes, the City upgraded its water billing software and implemented a new online payment system to better serve residents and keep up with growing demand. Throughout the year, our dedicated city employees completed an impressive 484 work orders, maintaining streets, utilities, and city facilities.

As we look ahead to 2026, there is a strong sense of excitement and optimism about what lies ahead for Keiser. With ongoing projects nearing completion, additional grant opportunities on the horizon, and a continued focus on infrastructure, public safety, and quality of life, the City is well positioned to build on the momentum of 2025. Together, we look forward to another productive year and the many accomplishments still to come.

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

# ***Looking Ahead: Welcoming 2026 in the City of Keiser***

As 2025 comes to a close and we prepare to welcome the new year, the City of Keiser reflects on a year defined by steady progress, careful planning, and a continued commitment to serving our residents. Over the past year, the City has worked diligently to maintain essential services, address ongoing infrastructure needs, and plan responsibly for the future. These efforts are the result of teamwork between city staff, elected officials, and the Keiser community, whose support and patience make progress possible.

The transition into 2026 provides an opportunity to both reflect and refocus. While much has been accomplished, the City understands that there is always more work to be done. In the coming year, Keiser will continue placing a strong emphasis on infrastructure improvements that directly affect daily life. Planning and project development for water and sewer systems, drainage improvements, and street safety will remain a top priority. These projects are critical to protecting public health, preventing costly emergencies, and ensuring our systems are prepared to meet the needs of future growth.

Public safety will remain one of the City's highest priorities as we move into 2026. The City will continue to support the Police Department and Fire Department through training, equipment upgrades, and long-term planning. At the same time, community-based initiatives will remain an important part of our public safety strategy. Building strong relationships between first responders and residents helps improve communication, increase trust, and create a safer community for everyone.

Keiser's parks and community spaces will continue to see improvements in the year ahead. Investments in Keiser City Park and other public areas are part of a long-term vision to provide safe, welcoming spaces where residents of all ages can gather, stay active, and enjoy time outdoors. Improvements such as enhanced lighting, new amenities, and future recreational additions are designed to strengthen community connections and improve overall

quality of life.

As the City looks toward 2026, one of our most important ongoing efforts will be continuing to identify and pursue new grant opportunities. The City of Keiser will actively seek state, federal, and private grant funding to help support infrastructure projects, public safety initiatives, park improvements, and equipment needs. These grants allow the City to move projects forward while limiting the financial impact on local taxpayers. Securing outside funding remains a key part of Keiser's strategy to grow responsibly and make the most of available resources.

Financial responsibility and transparency will continue to guide City operations in the year ahead. City leadership will remain focused on careful budgeting, long-term planning, and open communication with residents. Decisions will continue to be made with an eye toward sustainability, ensuring that today's improvements do not create unnecessary burdens in the future.

Community engagement will also remain an important focus in 2026. The City values resident input and encourages community members to stay informed, attend meetings when possible, and share ideas and concerns. Open communication helps ensure that City projects and priorities reflect the needs and values of the community.

As we welcome 2026, the City of Keiser looks forward to another year of progress, cooperation, and community pride. By working together, we can continue building a stronger, safer, and more vibrant city for current residents and future generations.

On behalf of the City of Keiser, we wish everyone a safe, healthy, and Happy New Year.



## **Penny Wilbanks—Financial Director/Recorder**

### **Everything Changes**

Change is inevitable. It is a constant force that shapes individuals, organizations, and societies, regardless of how much we may resist it. From small daily adjustments to major life or workplace transformations, change occurs whether we are prepared for it or not. Understanding this reality and learning how to respond to it effectively can make the difference between feeling overwhelmed and finding opportunities for growth.

One of the main reasons change is unavoidable is that the world itself is constantly evolving. Advances in technology, shifting economic conditions, new policies, and changing social expectations all influence how people live and work. What was effective or relevant yesterday may no longer be sufficient today. Organizations must adapt to remain competitive, and individuals must adjust to remain capable and confident in their roles. Trying to maintain the status quo in a changing environment often leads to stagnation rather than stability.

Although change is often associated with discomfort, it is not inherently negative. Fear of the unknown is a natural human response, especially when routines are disrupted or familiar systems are replaced. However, many positive developments; innovation, progress, and improvement; are the direct result of change. New ideas challenge outdated practices, encourage creativity, and open doors to possibilities that did not previously exist. When change is approached with an open mind, it can become a powerful catalyst for personal and professional development.

Adaptability is a key skill in accepting that change is inevitable. Those who are flexible and willing to learn tend to navigate transitions more successfully. This does not mean ignoring challenges or pretending change is easy; rather, it involves acknowledging difficulties while remaining open to new approaches. Building adaptability requires patience, self-awareness, and a willingness to step outside one's comfort zone. Over time, each experience with

change builds resilience and confidence.

Communication and understanding also play an important role in managing change. When people understand why change is happening and how it affects them, they are more likely to accept it. Clear communication helps reduce uncertainty and misinformation, which are often the root causes of resistance. Asking questions, seeking clarity, and engaging in discussions can transform confusion into comprehension and concern into cooperation.

On a personal level, change encourages growth and self-reflection. Life transitions, such as new responsibilities, unexpected challenges, or shifting goals; often force individuals to reassess priorities and develop new skills. While these moments can be difficult, they often lead to greater self-awareness and strength. Many people look back on periods of change as defining moments that shaped who they became.

Change is inevitable because growth, progress, and movement are fundamental aspects of life. While change can be challenging and unsettling, it also brings opportunity, learning, and renewal. By accepting change as a natural part of existence and developing the skills to adapt, individuals and organizations can move forward with resilience and purpose rather than fear.



## **Neal Brown - Director of Public Works**

### **A Year in Review**

Over the past year, the Public Works Department played a vital role in maintaining and improving the quality of life within the city.

Crews worked diligently to repair roads for traffic as well as pedestrian safety. Water and sewer maintenance ensured reliable service for residents and businesses. Operations such as snow removal, street clean-up and park upkeep were carried out efficiently, keeping the community safe and accessible year-round.

The department also focused on sustainability by repairs on equipment, improving waste management practices, and supporting environmental initiatives. Communication with other municipal departments and residents helped projects stay on schedule and minimize disruptions. As the year concludes, Public Works remains committed to building a

stronger, safer, and more resilient community, while planning future improvements that will support growth and meet the evolving needs of residents.



## **Glenn Dunn III - Chief of Police**

A new year is upon us. It's winter and we're definitely feeling it. Hopefully everyone is staying warm as temperatures are dropping. Some tips to keep warm in the winter months:

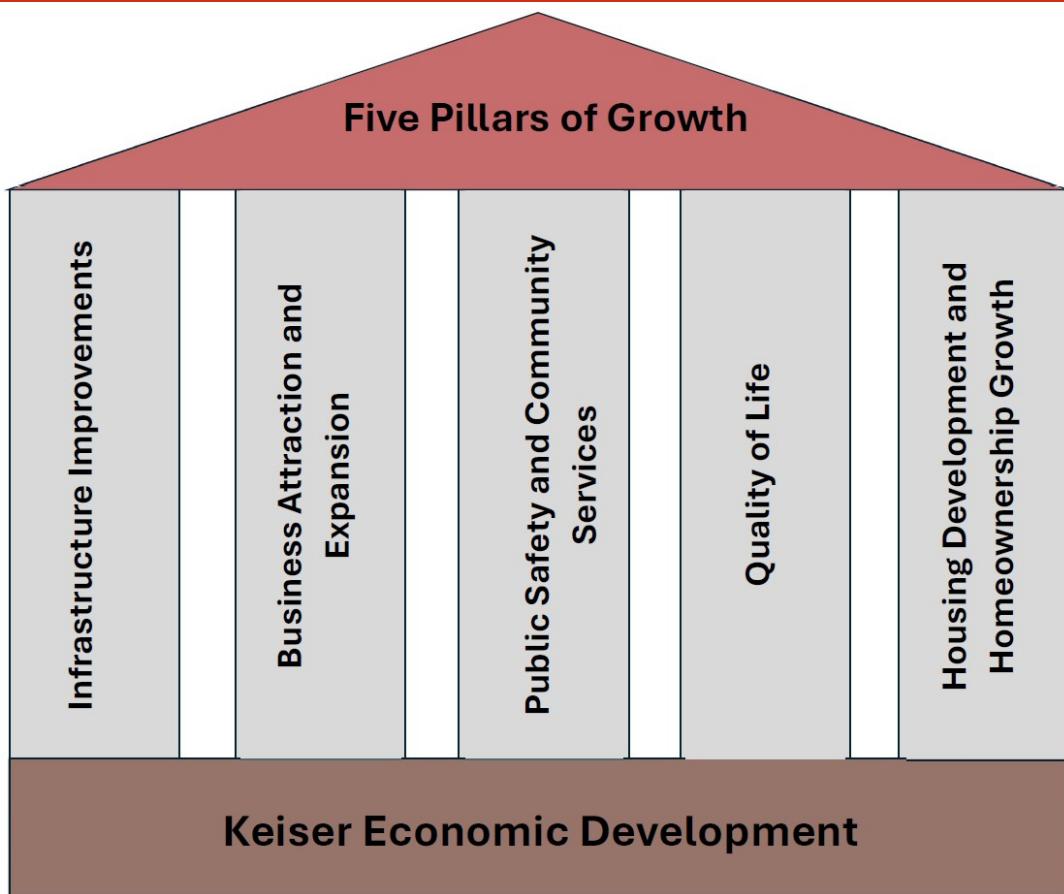
Wear layers while inside.. if you start to get heated, remove a layer to compensate. Keep your feet warm with thicker socks or house shoes. Keep your bed warm, with either a heated blanket or hot water bottle between the sheets. Also, check for drafts around the home, as they are the biggest culprit in higher energy bills and colder homes in winter.

We have had several incidents of homeowner's loose dogs getting out and roaming

neighborhoods and with winter and cold weather being here, I'd really like to keep the pound empty, so please make sure your pet is properly secured, both in your home and the yard.



# 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**

# City of Keiser Upgrading Water Billing Software

The City of Keiser is excited to announce the launch of **NexBillPay**, a new online payment option designed to make paying utility bills easier and more convenient for our residents. With NexBillPay, customers can pay their water and sewer bills online at any time using a debit card, credit card, or electronic check. This new service gives residents more flexibility and helps reduce the need to visit City Hall during regular business hours.

NexBillPay offers a secure and user-friendly system that allows customers to view balances, make one-time payments, or set up recurring payments for added convenience. Payments can be made from a computer, tablet, or smartphone, making it simple to stay current on utility bills whether you are at home or on the go. This upgrade is part

of the City's ongoing effort to improve customer service and modernize our billing system.

We encourage all utility customers to take advantage of this new option and enjoy the added convenience it provides. The City of Keiser remains committed to finding ways to better serve our community while keeping our services reliable, efficient, and easy to use. More information on how to sign up for NexBillPay will be available through City Hall and on the City's website.

CITY OF KEISER

Pay Your Bill Online 24/7

City of Keiser has partnered with Nexbillpay to extend an additional payment option for customers interested in using their check, debit, or credit cards. Nexbillpay is a trusted third-party automated payment service that allows you to pay online.

You will need your Account Number provided on your statement. If you do not have your statement handy, you may request your Account Number by calling City of Keiser at 870-526-2300

Make a One-Time Payment

Use our Quick Pay service to make a fast payment without creating an account.

PAY NOW

Please enter your username and password.

Username \*

Password \*

SIGN IN

Don't have an account yet?

SIGN UP NOW!

PAY BY PHONE 888-367-2136

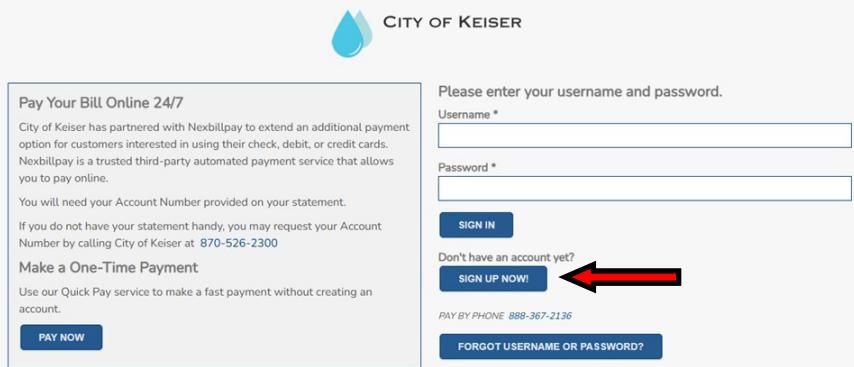
FORGOT USERNAME OR PASSWORD?

## January 2026

SUN	MON	TUE	WED	THU	FRI	SAT
				1 Ney Year's Day	2	3
4 Nat'l. Trivia Day	5 Nat'l. Bird Day	6	7	8	9 Law Enfor. Ap- priciation Day	10
11 Nat'l. Milk Day	12	13	14	15 Nat'l. Hat Day	16	17
18	19 <i>Council Meeting</i>	20	21 Nat'l. Hug Day	22	23 Nat'l. Pie Day	24 Nat'l. Peanut Butter Day
25	26 Nat'l. Spouses Day	27 <i>Cutoff Day</i>	28 Data Privacy Day	29	30	31 Nat'l. Hot Chocolate Day

# NexBillPay Online Payment System

Go to NexBillPay at the address listed below. <https://vt.nexbillpay.net/keiserar/BillPay/SignIn>



The screenshot shows the NexBillPay login page for the City of Keiser. It features a logo of a blue water drop and the text 'CITY OF KEISER'. The page is titled 'Pay Your Bill Online 24/7' and includes a message about partnering with Nexbillpay. It has fields for 'Username \*' and 'Password \*', a 'SIGN IN' button, and a 'SIGN UP NOW!' button. Below these are links for 'PAY BY PHONE 888-367-2136' and 'FORGOT USERNAME OR PASSWORD?'. A red arrow points to the 'SIGN UP NOW!' button.

Click the **“Sign Up Now”** button and you will be taken to the next page where you will fill in your name on the account, your account number (located on your January bill or call City Hall for your number). Enter your email address and select a password that meets the listed requirements.

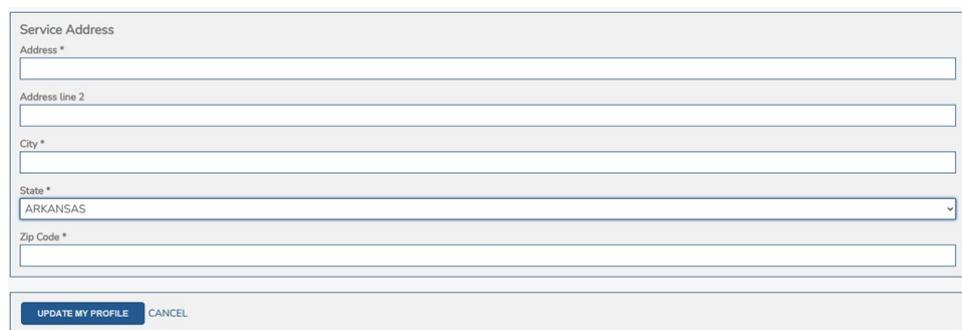


The screenshot shows the 'Account Verification' page. It has fields for 'Name on account' (John Doe), 'Account Number' (123), 'Username / Email' (John.Doe@gmail.com), and 'Password' (\*\*\*\*\*). It also has a 'Confirm your password selection' field (\*\*\*\*\*). A note at the bottom states 'By clicking Create my account you agree to our Terms and Conditions and Privacy Policy.' There are 'CREATE MY ACCOUNT' and 'CANCEL' buttons.



The screenshot shows the 'Email and Text Notifications' page. It has a dropdown for 'Select how you wish to receive your notifications' (Emails and Texts), a field for 'Please enter your 10 digit mobile number - required for receiving text notifications (example 5536667777)', and a 'UPDATE MOBILE' button. It also has a checkbox for 'Yes, I wish to enroll in receiving Notifications' and a field for 'Please enter your 10 digit telephone number - required for profile completion if no mobile number provided (example 5536667777)'. A note at the bottom states 'By clicking Create my account you agree to our Terms and Conditions and Privacy Policy.' There are 'CREATE MY ACCOUNT' and 'CANCEL' buttons.

You will then be taken to your profile page where you will fill out the required information to set up your account. Once you have completed and saved this information you will be directed to your Account overview.



The screenshot shows the 'Personal information' page. It has fields for 'Account Number\*' (1), 'First name' (John), 'Last name' (Doe), and a checkbox for 'This is a business account' (unchecked). It also has a 'Service Address' section with fields for 'Address \*', 'Address line 2', 'City \*', 'State \*' (ARKANSAS), and 'Zip Code \*'. At the bottom are 'UPDATE MY PROFILE' and 'CANCEL' buttons.

# NexBillPay Online Payment System

This is the Main Page where you will navigate your account information and selections.

	<b>CITY OF KEISER</b>	Along the left side of the screen, you will see various items that if you click on them, it will take you to each of the sections where you can perform the tasks indicated.
	<b>ACCOUNT OVERVIEW</b>	Here on the Account Overview your bill will be shown and there is an option to pay your bill.
	<b>PAY NOW</b>	On the "Pay Now" tab you will have the ability to enter a payment amount, and select to pay by Credit Card or ECheck
	<b>PAPERLESS</b>	On the "Paperless" tab you can select to have your bill emailed to you. We encourage you to select this option to eliminate the USPS.
	<b>VIRTUAL WALLET</b>	The "Virtual Wallet" allows you to store your Credit Card and Checking Account information eliminating the need to enter every time.
	<b>AUTOPAY</b>	With "AutoPay" you can add a Credit Card or Checking Account and have your bill paid automatically on the 14 <sup>th</sup> of each month.
	<b>TEXT TO PAY</b>	With "Text to Pay" you can add a Credit Card or Checking Account and have your bill paid via a text message to NexBillPay.
	<b>LINKED ACCOUNTS</b>	"Linked Accounts" allows you to add additional accounts so you can pay your primary account and the linked accounts at once.
	<b>PROFILE</b>	The "Profile" tab allows you to make changes to your profile if you move addresses or update email or phone numbers.
	<b>PAYMENT HISTORY</b>	The "Payment History" shows you up to 12 months of payments online.
	<b>SECURITY</b>	The "Security" tab allows you to change your password and set up Two-Factor Authorization which we encourage you to enable.

# City Fun Page

## New Years

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

Champagne Toast   Year Reflection   New Beginnings

First Sunrise      Auld Lang Syne      Happy New Year

Midnight Kiss      New Calendar      TV Specials

Goal Setting      Lucky Foods      Fireworks

Midnight      Resolutions      Late Nights

Fresh Start      Countdown      Party Hats

Ball Drop      Confetti



Contact Us

City Hall—870-526-2300 Email—[financialdirector@cityofkeiser.gov](mailto:financialdirector@cityofkeiser.gov) Mayor—[mayor@cityofkeiser.gov](mailto:mayor@cityofkeiser.gov) Scan Me...

## Kids Fun Page



*Homemade*  
GIFTS MADE EASY

**Color the New Year**

Contact Us

City Hall—870-526-2300 Email—[financialdirector@cityofkeiser.gov](mailto:financialdirector@cityofkeiser.gov) Mayor—[mayor@cityofkeiser.gov](mailto:mayor@cityofkeiser.gov)

Scan Me...

