



Welcome to the City of Ward and the Ward Water and Wastewater System. Please visit our website, [www.wardarkansas.org](http://www.wardarkansas.org)

- **Ward Water and Wastewater – NEW SERVICE (Outside City Limits):**
  - Water WILL NOT BE connected for at least 24 hours pending the application process. Please plan accordingly.
  - Meter boxes are not to be fenced in. If the meter becomes fenced in, there will be a fee charged to the customer to move the meter and the box outside the fence. City workers must have access to the meter without hazardous conditions (such as an aggressive animal).
  - If you are RENTING, a copy of your Rental Agreement is REQUIRED before water will be connected.
  - **Initial Fees Required:**
    - **\$100.00 Non-Refundable Connect Fee:** Even if your water is already turned on (from a previous tenant), you MUST still pay the connection fee as you are the new tenant.
- **Billing:**
  - **Water Bills are mailed on/about the 25<sup>th</sup> of every month.**
    - Water Bills are **DUE UPON RECEIPT** and are considered LATE if not paid by the 10<sup>th</sup> of the next month.
    - **Payments may be made in person 8:00 – 4:30, M-F.**
      - Pay your bill online at [www.wardwater.myruralwater.com](http://www.wardwater.myruralwater.com). Please have your account number handy. Payments made online will be posted next business day.
      - To pay by phone without the wait, call 1-855-483-5729, enter ID Code: 7217611.
      - You can also use the drop box (located at the front of City Hall).
        - NOTE: As long as your payment is in the drop box by 8 am the next business day, it will be counted as paid on time.
      - Auto draft (ACH) is available. Go to our website to fill out the form.
    - **if NOT PAID by the 10<sup>th</sup>**, a 10% late penalty will be added to your bill.
      - NOTE: If the 10<sup>th</sup> falls on a weekend or holiday, a late fee will be imposed if not received by 8:00 am the next business day.
    - **LOCK-OFF:** If your invoice has NOT been paid by the end of the month your meter will be LOCKED-OFF.
      - To UNLOCK your service, a \$50 non-refundable fee must be paid to have the water turned on during normal business hours. After normal business hours, a \$100 non-refundable fee must be paid.
    - **DISABILITY/MEDICAL EXCEPTION:** If you or anyone in your household has a disability or medical condition that requires your service NOT be disconnected (locked-off), written documentation from your physician on his/her letterhead is required.
  - **Unlocking the Meter and Turning on Water:**
    - If possible, you must be present when our field operator arrives for your meter to be unlocked and the water turn on.
      - If no one is present when our field operator arrives, the technician will ONLY unlock the meter. You will be responsible for turning on the water. Ward

Water is not responsible to any damage if the applicant is not present when the meter is unlocked. The customer is responsible for all water that goes through the meter. The customer is responsible for all lines from the meter box to the resident's home. We are not allowed to fix the customer's water leak.

- **Water Rates:**
  - **Residential:**
    - 1<sup>st</sup> 1,000 Gallons: \$24.13; 1001 Gallons and More: \$7.11 per 1,000 gallons
    - Sprinkler: 1<sup>st</sup> 1,000 Gallons: \$24.13; 1,001 Gallons and More: \$7.11 per 1,000 gallons
  - **Commercial:**
    - 1<sup>st</sup> 1,000 Gallons: \$24.13; 1001 Gallons and More: \$7.11 per 1,000 gallons
- **Wastewater (Sewer) Rates (if applicable):**
  - **Residential and Commercial:**
    - 0-1,000 Gallons: \$14.25 PLUS
    - 1,000 – 2,000 Gallons: \$5.25 PLUS
    - 2,001 – 3,000 Gallons: \$5.25 PLUS
    - 3,001 – 4,000 Gallons: \$5.75 PLUS
    - 4,001 – 5,000 Gallons: \$6.50 PLUS
    - 5,001 – 6,000 Gallons: \$6.75 PLUS
    - 6,001 Plus Gallons: \$7.00 Per 1,000 gallons
    - Example: Water bill is for 3,500 gallons. Your Wastewater bill will be \$14.25 + \$5.25 + 5.25 + 5.75 = \$30.50

**DO NOT FLUSH “WIPES” OR GREASE DOWN YOUR DRAIN OR TOILET**  
**Throw Wipes away in your garbage and put excess grease in a can – NOT DOWN THE DRAIN!**

- **Sanitation/Trash Services:**
  - If you live **INSIDE** the City Limits of Cabot, you must contact the City of Cabot's Water Department (501-843-4654) to set up your trash service with them. Do this as soon as you complete your paperwork here. Please note if you are not current with your trash service your water may be disconnected.
  - If you live **OUTSIDE** any city limits, you will need to take your own trash to one of two Lonoke Country Trash Dumps.
    - Lonoke County Austin Trash: 55 Oak Ridge Drive, Austin, AR 72007
    - Lonoke Mahoney Junction Trash: 112 Jacob Lane, Cabot, AR 72023
  - If you live **OUTSIDE** any city limits you may also contract with a local trash collector for their services. Below is a partial listing:
    - Zella's Trash: 501-843-5551
    - WCA: 870-255-4001
- **Important Numbers:**
  - **Water – Ward Water and Wastewater:** 501-843-2271 (Mon-Fri : 8 am – 4:30 pm)
  - **Gas – Centerpoint Energy (ARKLA):** 800-992-7552
  - **Electricity**
    - **First Electric CO-OP:** 800-489-7405
    - **Entergy:** 800-368-3749
  - **Cable TV – Suddenlink:** 877-423-2743
  - **Telephone – CenturyTel:** 800-201-4099