

Welcome to the Ward Water and Wastewater System.

www.water.wardarkansas.org

501-843-2271 M-F 8:00 am – 4:30 pm



- **Ward Water and Wastewater – NEW SERVICE (Inside 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:**
 - **\$112.84 Non-Refundable Connect Fee (\$100.00 water connect, \$11.67 sanitation, \$1.17 tax):** 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 last day of every month.**
 - Water Bills are **DUE UPON RECEIPT** and are LATE if not paid by the 15th of the next month.
 - **Payments may be made in person 8:00 – 4:30, M-F.**
 - Pay your bill online at www.water.wardarkansas.org. Please have your account number handy. Payments online will be posted next the business day.
 - To pay over the phone without the wait, **call 1-888-582-7872**, you will need the payment ID and Pin # off of your bill.
 - 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) form is available on our website.
 - **If NOT PAID by the 15th**, a 10% late penalty will be added to your bill.
 - NOTE: If the 15th 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 24th of the month, your meter will be LOCKED-OFF the following business day.
 - To UNLOCK your service, the past due balance, plus a \$25 reconnect fee must be paid in full in order for water to be turned on during normal business hours. After normal business hours, a \$100 reconnect fee must be paid.
- **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 turned 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 leaks on the customers side.

- **Water Rates:**
 - **Residential:**
 - 1st 1,000 Gallons: \$24.68; 1001 Gallons and More: \$9.08 per 1,000 gallons
 - Sprinkler: 1st 1,000 Gallons: \$24.68; 1,001 Gallons and More: \$10.73 per 1,000 gallons
 - **Commercial:**
 - 1st 1,000 Gallons: \$24.68; 1001 Gallons and More: \$10.73 per 1,000 gallons
- **Wastewater (Sewer) Rates**
 - **Residential and Commercial:**
 - 0-1,000 Gallons: \$14.61 PLUS
 - 1,000 – 2,000 Gallons: \$5.38 PLUS
 - 2,001 – 3,000 Gallons: \$5.38 PLUS
 - 3,001 – 4,000 Gallons: \$5.89 PLUS
 - 4,001 – 5,000 Gallons: \$6.66 PLUS
 - 5,001 – 6,000 Gallons: \$6.92 PLUS
 - 6,001 Plus Gallons: \$7.18 Per 1,000 gallons
 - Example: Water bill is for 3,500 gallons. Your Wastewater bill will be \$14.61 + \$5.38 + 5.38 + 5.89 = \$31.26

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: The City of Ward has contracted with Zella’s Trash Service (ZTS) to provide Sanitation/Trash Services to all Ward Water residential customers who live within the city limits. . Contact ZTS directly at 501-843-5551 for problems or questions.

**TRASH CONTAINER MUST BE OUT BY 7 AM ON THE DAY OF PICK-UP TO GUARANTEE PICK-UP
PICK-UP SCHEDULE IS AS FOLLOWS:**

- **WESTSIDE OF RAILROAD TRACKS:**
 - **MONDAY:** All streets on the Westside of the railroad tracks.
 - **TUESDAY:** All streets from Cook St to Green Apple Dr/Weatherood Ln.
 - **WEDNESDAY:** All streets south Green Apple Dr/Weatherwood Ln to Old Austin Rd.
 - **THURSDAY:** All streets south of Old Austin Rd to include the subdivisions of Bryson Estates, Nan’s Place, Huntington Place, Oakland Park and Churchill Downs.
- **Rules:**
 - Trash Service will ONLY pickup your personal Household Trash (not someone else’s)
 - The Service WILL NOT pick up Yard Waste (i.e. sticks, leaves, grass clippings); Furniture; Building or Construction Materials.
 - Each residence is provided ONE trash can which is the property of ZTS is. Only ZTS provided cans will be picked up. If you do not have a cart at your residence, contact the Ward Water Office for your first cart. Please allow 7 business days for your cart to be delivered by ZTS. If you would like an additional cart, contact the Ward Water Office. There will be an additional \$5.00 added to your monthly bill for each additional cart.
- **Important Numbers:**
 - **Gas – Summit Utilities:** 800-992-7552
 - **Electricity – First Electric CO-OP:** 800-489-7405
 - **Cable TV – Optimum:** 866-347-4784
 - **Telephone – Brightspeed:** 833-692-7773