



Welcome to the Ward Water and Wastewater System

[www.water.wardarkansas.org](http://www.water.wardarkansas.org)

501-843-2271 M-F 8:00 am – 4:30 pm; closed 12pm-1pm for lunch

- **Ward Water and Wastewater – NEW SERVICE (Outside City Limits):**
- **BILLING:**
  - **Water Bills are mailed on/about 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 am – 4:30 pm, M-F, closed 12-1 for lunch.**
      - Pay your bill online at [www.water.wardarkansas.org](http://www.water.wardarkansas.org). Please have your account number ready. Payments made online will be posted the next business day.
      - To pay by 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 15<sup>th</sup>**, a 10% late penalty will be added to your bill.
      - NOTE: If the 15<sup>th</sup> falls on a weekend or holiday, a late fee will be imposed if not paid by 8:00 am the next business day.
    - **LOCK-OFF:** If your invoice has NOT been paid by the 24<sup>th</sup> 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.
- **WATER RATES:**
  - **Residential:**
    - 1<sup>st</sup> 1,000 Gallons: \$24.68; 1001 Gallons and More: \$10.73 per 1,000 gallons
    - Sprinkler: 1<sup>st</sup> 1,000 Gallons: \$24.68; 1,001 Gallons and More: \$10.73 per 1,000 gallons
  - **Commercial:**
    - 1<sup>st</sup> 1,000 Gallons: \$24.68; 1001 Gallons and More: \$8.93 per 1,000 gallons
- **WASTEWATER (Sewer) RATES (if applicable):**
  - **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:**
  - 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

**Scan code below to find forms and more information on our Ward Water Department website and to sign up for alerts.**



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**Welcome to the City of Ward!**

On behalf of the Mayor, our City Council, and the staff, we welcome you to the City of Ward! Please visit our website to see upcoming events, city services, and important contact information.

**Scan code below for the City of Ward website and sign up for alerts.**

